



Sept 23, 2022

Robyn Rankin
Sr. Software Support/ Implementation Mgr.

re: Offer Letter

Robyn:

We are very impressed with your skills, the dedication and enthusiasm you bring to the equation. I am pleased to extend you an offer for the position of Sr. Software Support/Implementation Manager with TEKWave Solutions. In this position, your initial responsibilities include aspects of customer support, engaging in implementations, communicating status internally and externally, interfacing with development, implementing and refining processes for efficiency, and company planning.

As such, you may find yourself filling a variety of duties that will include leading and managing a team for the following:

- Customer Support: Answer calls, manage tickets, follow up resolution
- Implementations: Project Manage, timelines, provisioning, etc.
 - o Emphasis on Software as lead role
- Daily Account Management: Follow-up customer health checks
- Training Materials: Keep up to date
- 1st Round Testing/Feature Verification:
- Internal Communication on all of the above

As compensation, the role will pay \$80,000 annually with a 8 month bonus of \$15,000. This is paid twice a month on the 15th and 30th of each month. This includes a \$350/mth allotment for your own healthcare selection of your choice as well as the ability to utilize the company phone plan (ATT or Verizon) if you choose to do so You are also entitled to 2 weeks' vacation the first year, that accrues after the first 6 months,.

I am confident that you will make very significant contributions to TEKWave. I am very excited about the possibility of us working together on a daily basis. This role starts as soon as Monday Sept 26th remotely for 2 weeks and in then in Alpharetta thereafter where you will receive a \$5,000 bonus. With your help, I know we can continue to build a world-class organization and take the company to new levels of success. Along with the success of the company, I believe you will have an opportunity to engage in something you really enjoy and will have the opportunity for significant personal growth as well.

I look forward to hearing from you soon.

Best regards,

A handwritten signature in blue ink that reads "John Hayde".

John Hayde
President & CEO
TEKWAVE Solutions, LLC

Accepted: _____