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July 16, 2025

iPloy, OPC  
16<sup>th</sup> floor of One Montage,  
Archbishop Reyes Avenue, Cebu City 6000

To whom it may concern.

I'm writing to formally resign from my position as Team Lead, effective today, July 16, 2025.

iPloy has been my second home for the last three years. I never would have imagined leaving but life has its own way of unfolding. It honestly breaks my heart to say goodbye. No more looking forward to the end-of-the-month busyness, preparing reports, coaching sessions, or even shushing the production floor when it got too noisy. These moments, both big and small, are memories I will always treasure and carry with me.

Looking back, I'm truly humbled by the journey I've had here. Starting as an agent, I never imagined the path would lead me to becoming a Team Leader, a role I've held for nearly two years. The growth, the lessons, and the people I've worked with have shaped me in ways that go far beyond the workplace.

To my onshore clients, Renee Thompson, Tina Butler and Heather Bennet — thank you for your trust, collaboration, and unwavering support. Renee, you'll always be "My Work Momma." Your strong leadership, passion for work and guidance have inspired me deeply.

To my Manager, Jennifer Gier – words will never be enough to express how much I've appreciated your presence in my journey. Your unwavering support, incredible patience, and thoughtful leadership have meant the world to me. You've always made me feel valued and supported, and that's something I'll carry with me always.

And to my amazing team — thank you for the heart, the hustle, and the everyday moments that made leading you such a privilege. You've inspired me more than you know, and I've learned just as much from all of you as I hope you've learned from me. I'm proud of everything we've achieved together, and I'll always cheer for your continued growth and success.

This decision wasn't easy, because leaving this place means saying goodbye to some truly special people. Thank you once again for the opportunity. I truly appreciate everything and will carry the lessons and memories from this role with me.

I will do my best to ensure a smooth transition, including helping with the handover of my responsibilities and assisting in training my replacement if needed.

Kindly let me know if you have any questions or concerns. Thank you.

Wishing the company continued success.

Sincerely,  
  
Carmiel Marie M. Pasco