

Kaye B. Enrique

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July 20, 2025

iPloy Staffing Solutions

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To whom it may concern,

Please accept this letter as a formal notice of my resignation as a **Customer Service Representative**, effective today, **July 20, 2025**. This was not an easy decision for me to make. Over the past 1 year and 6 months, iPloy has been more than just a workplace—it has been a space for growth, learning, and building meaningful relationships. From the very beginning, I was welcomed with warmth and support.

When I first joined, I had every intention of staying with the company much longer. I genuinely enjoyed my role and the sense of purpose it gave me in supporting our clients and being part of the team. However, in recent months, I have been waiting for updates about the reprofiling process. Despite my patience and willingness to adapt, I have not received further communication, which has left me uncertain about my future within the company. This uncertainty has been difficult, and after reflecting on my career path, I have decided that stepping away is the best course for me at this point in time.

I also want to express that I fully respect the decision made by the management and the team regarding my floating status. At the same time, I would like to clarify some matters in relation to my attendance. I acknowledge that I have had lapses, but many of my absences were due to a serious health condition. It was not just a matter of high blood pressure, as there were several occasions when the company doctors themselves advised me to go home because of my condition. I was able to provide the necessary documentation for these health concerns, and while I admit I may not have always followed the standard process, I took responsibility by explaining the situation honestly. During the two months that I have been on floating status, I truly hoped and prayed for some updates and good news. I wanted to continue waiting and did not want to give up, but the uncertainty of potentially having to wait five months more has been very difficult, especially since I also have daily needs and responsibilities to meet.

I would also like to address TL Joy, as this has weighed on me during this transition. I understand that you were fulfilling your role as a team leader, but I had hoped for more guidance and

transparency during the time you accompanied me to ACCT when the HR Manager informed me about my status. The statements you made, *“Sa ACCT siguro ka ibutang, Kaye”*, *“Ayaw ka worry, enjoy lang sa na samtang wala pa kay gibuhad sweldado bitaw ka”* and more, that gave me hope when I was already confused and anxious about the situation. While I tried to remain calm and composed, these words unintentionally gave me false hope and, at that time, affected me emotionally and physically. It was disappointing and disheartening, and although I know it was not your decision, I also know you were aware of the situation. Still, you chose to reassure me with something that turned out to be misleading.

I say this not out of anger but as an honest reflection of how it made me feel. I was so angry and disappointed, but I controlled my emotions and chose to remain professional. I cannot ignore the fact that you were unfair to some of your agents when I was still under your team. I hope that in the future, if you are once again entrusted with the role of a team leader, you will treat all your agents fairly, communicate with sincerity, and guide them with transparency. Leadership is not only about following processes but also about being mindful of how words and actions can impact others, especially in difficult times. I believe that everything happens for a reason, and perhaps this experience will serve as a reminder for growth and fairness moving forward.

Please know that my decision to resign is not made lightly. I remain grateful for the trust that iPloy placed in me, and for the invaluable skills I developed during my stay. The experience has enriched me professionally and personally, and I will always look back on my time here with appreciation.

Thank you once again for the opportunities and support that iPloy has given me. I am leaving with fond memories and a sincere wish for the company’s continued success in the years ahead.

Sincerely yours,



Kaye B. Enrique