

**Blesse Zamboangnon**

**Call Center Agent [Initial Authorization specialist]**

**iPLoy**

**February 18, 2025**

**Dear Manangement,**

I hope this message finds you well. With a heavy heart, I am writing to formally resign from my position as a Call Center Agent Initial auth specialist at iPloy, effective February 11, 2025.

First and foremost, I want to express my sincere gratitude for the opportunity to work with such an amazing company.

I am grateful for the experience and the chance to work alongside such dedicated professionals.

The experience I've gained here has been invaluable, and I am truly thankful for the chance to have contributed to the team and the company's growth even for a very short period of time.

However, I must also express my regret that I was unable to meet the expectations set for me as an employee. This decision comes after reflecting on my recent performance, particularly my struggles with meeting goals and avoiding critical errors.

It is clear to me that my performance has not been up to the standards expected of me, and I do not want my continued presence to negatively affect the team or the company's objectives. I truly appreciate the support and opportunities I have received during my time here, but I believe that stepping down will be in the best interest of both the team and myself.

Despite my best efforts, I acknowledge that I fell short in some areas, and I sincerely apologize for not being able to perform at the level required. I take full responsibility for this and I am sorry for any inconvenience it may have caused.

I would also like to take this opportunity to commend my team leader and teammates.

You all have been incredibly supportive, understanding, and motivating, which made working here a memorable and enjoyable experience. The guidance and teamwork I

experiences here are things I will always appreciate.

Again, I am truly grateful for the opportunity and for all the learning experiences I've gained during my time here at iPloy. I wish nothing but success for the company and my colleagues moving forward, and I hope to leave on good terms.

Thank you once again for your understanding and support.

Sincerely,

Blesse Zamboangnon

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