

Roslyn D. Solon

Call Center Agent(Initial Authorization Specialists)

iPloy

February 27, 2025

Dear Management,

Please accept this letter as formal notification that I am resigning from my position as a customer service representative in the Initial Authorization Department at iPloy, effective immediately, February 27,2025. I am unable to provide any further notice.

While my leave is immediate and unexpected, I want to express my sincere gratitude for the opportunities I have been given during my time at iPloy. I have valued the experience gained in processing complex authorization requests, collaborating with medical providers and navigating the intricacies of healthcare regulations. The challenges and responsibilities of this role have allowed me to develop, my problem-solving skills, my ability to work under pressure, my attention to detail. I appreciate the chance to have contributed to the team's success in meeting key performance indicators, improving processing times, enhancing customer satisfaction.

My decision to resign is due to an unforeseen and urgent family matter requiring my immediate attention, I am forced to resign with immediate effect. This was not a decision made lightly, and I understand the inconvenience my immediate resignation may cause and may create some disruption, and I sincerely apologize for this.

I appreciate the opportunity I was given to work here for the past three months. I sincerely regret not meeting the performance goals consistently and acknowledge the critical errors I made. I take full responsibility for these shortcomings.

I would like to express my gratitude to my coworkers for their support and assistance during my time here. Their willingness to help me learn and navigate the challenges of this role has been greatly appreciated.

Thank you again for the opportunities provided to me at iPloy. I wish you and the company continued success in the future.

Sincerely,

Roslyn D. Solon



09222773550/09693722276

solonroslyn11rds@gmail.com