

## Farah Shaina Demecillo

Billing Representative  
Iploy Solutions  
September 22, 2025

Alvin Villareal  
Team Lead

Dear Alvin Villareal,

I am formally submitting my resignation from my position at **iPloy**, effective today.

First and foremost, I would like to extend my sincere gratitude to the company for the opportunities and experiences I have gained throughout my stay. Working here has allowed me to learn, grow, and develop skills that I will carry forward in my career. I am thankful for the trust and support extended to me, and I will always value the lessons I have learned as part of this organization.


After careful consideration, I have decided to move on for personal reasons. Over time, I have felt a decline in my motivation within the team, and I believe it is best for me to seek a new environment where I can continue to stay inspired and perform at my best. This decision was not easy, but I believe it is the right step for my personal and professional growth.

Before I move forward, I would also like to leave constructive feedback that I hope will benefit the team. A team lead plays an essential role in shaping not only the team's performance but also the confidence and motivation of its members. It is important that a team lead takes responsibility for guiding and supporting the agents, helping them overcome challenges rather than discouraging them. A strong leader should uplift the team so that agents do not lose hope but instead feel inspired to strive harder and achieve more.

In addition, when agents face calls that are out of control or difficult to handle, the team lead should be available to provide immediate assistance and direction. This support is crucial in ensuring proper resolutions and building confidence in the team. Lastly, I believe it is vital for a team lead to set an example by being consistently present at their station during working hours. Being accessible demonstrates accountability and assures agents that they have dependable support whenever needed.

I share this feedback with respect and with the hope that it will help strengthen the team dynamic moving forward. Thank you once again for the valuable experience and the opportunity to contribute to **iPloy**. I wish the company and the team continued growth and success in the years ahead.

Respectfully,



Farah Shaina Demecillo

