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May 19, 2025

iPloy,OPC  
16th Floor, One Montage, Archbishop Reyes Ave, Cebu City, Cebu

Dear Ma'am/Sir,

Please accept this letter as formal notification of my immediate resignation from my position as CSR - Voice Intake Specialist at iPloy. My last day of employment will be today, May 19, 2025. This was a difficult decision made by several critical factors.

Firstly, I need to return to my home province to prioritize my well-being and take an urgent and necessary period of rest.

Secondly, my mental health has significantly impacted my ability to perform my duties, to the extent that I have struggled to meet the required work quotas even from the beginning of my training. Addressing this immediately is crucial for my overall health and recovery. Despite these significant challenges, I want to acknowledge the efforts and support of our on shore team and the individuals who have genuinely offered guidance and assistance during my time here. Their support has been appreciated.

Furthermore, I have experienced a consistently toxic work environment due to the behavior of certain teammates. Specifically, Shiela Jane Gesim , has repeatedly been unhelpful. For instance, when I have asked for assistance with tasks, she has often ignored my requests and directed me to seek help elsewhere, despite possessing a better understanding of the processes. I have also become aware of previous concerns raised by former Customer Service Representative regarding similar unhelpful behavior from Mary Ann Legaspo, contributing to a negative work atmosphere. This environment has become harmful to my well-being and ability to succeed in my role.

Given the immediate need to prioritize my health and the unsustainable work environment, I must resign with immediate effect. I apologize for any inconvenience this may cause and will do my best to ensure a smooth transition of my immediate responsibilities before the end of today. Please let me know how I can best facilitate this within the limited time.

Thank you for the opportunity to work at iPloy. I wish the company and the supportive individuals within it all the best for the future.

Sincerely,

  
Steven Y. Destacamento