KEVIN TORREGOSA TABADA

Location: Pagadian City, Zamboanga Del Sur

PROFESSIONAL SUMMARY

Dedicated and results-oriented professional with almost eight years of experience in the BPO and e-commerce industries. Specializing in customer service, technical support, account management, and business-to-business operations. Highly skilled in managing live calls, chats, and emails for global clients. Known for strong communication skills, problem-solving abilities, and a consistent commitment to delivering high-quality service in fast-paced environments.

WORK EXPERIENCE

Seller Support Associate Sr. – *Amazon Operation Services Philippines, Inc.*

June 24, 2024 – December 20, 2025 | Pasay City, Metro Manila

- Provided professional support to Amazon Sellers regarding account health, policy compliance, and operational concerns.
- Resolved complex issues efficiently through email, chat, and phone support channels.
- Ensured adherence to Amazon policies while maintaining high customer satisfaction standards.

Business to Business Sales Representative – *TSD Global*

February 2022 – January 2024 | Taguig City, Metro Manila

- Sold communication services including internet, phone, and bundled packages.
- Addressed customer inquiries while achieving strong sales performance.
- Maintained accurate documentation of sales transactions and customer accounts.

Business Development Representative – *Salary.com*

June 2019 – October 2021 | WFH

- Generated new business opportunities through outbound prospecting.
- Identified and qualified potential customers.
- Engaged leads and contributed to sales pipeline growth.

Customer Service / Technical Support Representative IV – *ResultsCX*

December 2017 – April 2019 | Lapu-Lapu City, Cebu

- Assisted customers in fixing technical issues by troubleshooting cable, internet, and phone services.
- Diagnosed hardware and connectivity problems while guiding end-users through step-by-step resolution processes.
- Maintained key performance metrics including high First Call Resolution (FCR) and Customer Satisfaction (CSAT) scores.

SKILLS

Customer & Tech Support:	Proficient across Voice, Chat, and Email channels.
Inbound & Outbound Sales:	Experienced in lead conversion, strategic outreach, and negotiation.
Lead Generation & Outreach:	Skilled in outbound prospecting, identifying new business opportunities, and qualifying potential customers.

Account Management:	Skilled in policy compliance and customer health metrics.
Operational Excellence:	Strong problem solving, conflict resolution, time management, and multitasking abilities.

EDUCATION

Bachelor of Science in Business Administration
Graduated: 2017