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Eva Nicole Tabron

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Summary

Detail and quality oriented executive support professional with customer service background. Adept at strategic planning, project management, coordinating domestic and international travel, organizing large scale meetings, and managing third-party vendors. Highly self-motivated with a solid work ethic. Employs professionalism and superior communication skills to meet organization needs.

Experience

Impacting Your World Christian Center – Multiple Positions

August 2014 - July 2018

Cherry Hill, New Jersey

Chief of Staff | July 2018 - July 2018

In this role I work alongside the executive team to build structure and drive execution. Some of the key functions of my role include the following:

Developing and supporting implementation of strategic plans

Ensuring team efficacy by managing projects and overall tasks using team management tools

Facilitating regular meetings and touch points in order to uncover challenges and reassess priorities

Communication Manager | March 2017 - July 2018

Developing, distributing and creating content for newsletters, e-blasts, video announcements, and other internal and external communications.

- Developing flyers and informational documents to communicate pertinent information both internally and externally.

- Managing website content

- Collaborating with our marketing and media teams to create visually appealing and engaging communications with consistency across all medium.

- Running analytics and researching budget friendly ways to extend reach and increase visibility.

Technical Operations and Data Manager | January 2015 - July 2018

In this role, I was responsible for all information system and data processes. I developed, implemented, and managed all tech use policy, manage all tech vendor relations, and lead all data collection and use. I was also responsible for set up and troubleshooting of business equipment including PC's, access points, mobile phones, IP phones, and copiers.

Executive Administrative Assistant | August 2014 - June 2015

- Managed complex scheduling and travel for Senior Team
- Prepared materials, agendas, decks, and talking points for all meetings Took and distributed minutes, and followed up on action items to drive execution
- Coordinated all senior level events and meetings, including communication, registration, set up, and catering
- Managed the front and executive offices, reception staff, and all IT processes

Penn Foster

Executive Administrative Assistant | August 2012 - November 2013

Scranton, Pennsylvania

- Managing a highly complex calendar in Outlook for a 10 member Executive Team
- Managing voicemail and email, updating and responding on behalf of COO. Tracking and submitting expenses for timely payment for CEO, COO, and Chief Learning Officer
- Top to bottom coordination for Senior level and companywide meetings and events
- Taking and distribution of meeting minutes, and action item follow up
- Overall office management, including keeping track of and ordering supplies, maintaining equipment, greeting and directing guests, filing system, contract and vendor management

Cigna Home Delivery Pharmacy

Customer Service Representative | July 2010 - January 2011

Horsham, Pennsylvania

- Responding to inquiries from policy holders, providers and/or others for information and assistance.
- Independently responds to inquiries, grievances, complaints or appeals ranging from routine to moderate complexity
- Preparing and mailing prescription information and order packets

- Ensuring required information for order completion is obtained and properly routed
- New prescription intake and completion, refills processing, payment and collections processing, billing and order inquiry research and resolution.

Verizon

Consultant | January 2009 - July 2010

Philadelphia, Pennsylvania

- Answer and resolve billing inquiries and problems.
- Close sales and upgrades on 50-70% of calls.
- Independently research, resolve, and follow up on complex inquiries.
- Work efficiently in a fast paced, sales and service environment.
- Entering and processing orders

CIGNA Healthcare

Customer Service Representative | April 2008 - January 2009

Moosic, Pennsylvania

- Answering calls pertaining to benefits, eligibility and claims processing.
- Troubleshooting and researching mis-entered and incorrect benefit descriptions, coverages, and eligibility.
- Updating privacy information and member profiles. Assisting customers in finding covered physicians.
- Educating members on plan and claim processing. Assisting members in plan selection during open enrollment.
- Requesting claim payment authorizations, updating members on the outcomes of such requests.
- Explaining claim processing and payments
- Advising providers and members of payment liability, sending underpaid or wrongfully denied claims back to claims department for proper processing.

Education

Bloomsburg University of Pennsylvania

Bachelor of Arts (B.A.), Mass Communication/Media Studies · (2004 - 2007)

Penn Foster

Administrative Assistant Certificate, Business Administration · (2013 - 2013)