

# Eric L. Durand

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Greater New York City area

Self motivated and self-taught coder with excellent problem solving skills. Looking for a role as a junior web developer where I may continue my growth and learn from other experienced team members. Let's build something great together.

## SKILLS

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- HTML5
- CSS3
- Bootstrap
- Git
- Javascript
- JSON
- SQL
- MongoDB
- ExpressJS
- EJS
- NodeJS

## EXPERIENCE

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03/2015 - 10/2021

**FGP Senior Medical Secretary,** NYU Langone Health - New York, NY

- Floor administrator and leader
- Coordinate with outside specialist offices and interdepartmental teams to accomplish patient and MD treatment goals.
- Generate insurance referrals
- Resolve management escalations, and patient complaints
- Training and guidance for less senior team members
- Maintain cooperative and professional relationships with clinical, administrative staffs, as well as multiple inter-office departments

07/2012 - 03/2015

**FGP Assistant,** NYU Langone Health - New York, NY

- Reception & patient intake
- Answering multiple telephone lines
- Served as the face of the office working as a team to provide exceptional patient experience

08/2009 - 02/2013

**Desktop Support,** Pure System Solutions - Yonkers, NY

- Windows Operating system services
- Hardware installation and troubleshooting
- Home network installation, setup and configuration
- Mobile device support
- Remote desktop services

## EDUCATION

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Graduated 09/2009

**Bachelor of Science in Psychology,** Mercy College - Dobbs Ferry, NY

- Graduated Summa Cum Laude
- Attended post-baccalaureate classes part time until 2011