

Gregory Fouchard

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I am a driven software engineer using my experience in customer service and health administration to deliver a smooth and impactful user-friendly experience. Understanding what makes a consumer happy leads me to create unique and dynamic code focused on a seamless transition across multiple platforms.

Skills

- Programming Languages: Javascript, CSS, HTML
- Databases: MongoDB
- Creative Problem Solving
- Communication
- Management
- Customer Service

Experience

General Assembly | Software Engineering Immersive | Remote | 08/2022-11/2022

Develop projects utilizing Javascript, CSS, HTML including:

- [Get Pumped Tracker](#) - a fitness tracker with user authentication that keeps track of user workout schedule and allows friends to leave motivating quotes[[Github Repo](#)]
- [90s Cartoon Quiz Game](#) - a quiz game utilizing Javascript, CSS and HTML to execute a dynamic gaming experience
- [TTT](#) - a dynamic Tic Tac Toe game using Javascript, CSS and HTML[[Github Repo](#)]

ArchCare | Quality Intern | Bronx, NY | 11/2021- 05/2022

- Conducted bi-weekly service satisfaction surveys for members
- Conducted over 120 calls weekly regarding changes in member service plans
- Assisting in improving member satisfaction up by 15% with scheduled activities
- Allocated over 200 member's data into consolidated electronic files

Morris Heights Health Center | Case Manager Intern | Bronx, NY | 06/2021-07/2021

- Coordinated patient care for over 20 members by assessing needs, treatment options and plans with member's primary physicians
- Transferred over 30 members physical records to digital files

Barneys | Operations Manager | New York, NY | 07/2018-03/2020

- Executed quarterly inventories to decrease product loss by over 30%
- Resolved customer complaint emails in a timely manner, answered phone calls and responded to incoming inquiries regarding product information
- Utilized JDA and MI9 systems to manage inventory, vendor details and product distribution

Michael Kors | Stock Supervisor | New York, NY | 11/2015- 07/2018

- Supervised and processed between 50-500 incoming and outgoing shipments daily
- Directed a team of 10 in organizing the store, delegating priority tasks and delivering excellent customer service
- Directed and taught store staff in new personalization/monogramming program

Education

General Assembly | Software Engineering Immersive | Remote

Monroe College | Bachelors in Health Administration | Bronx, NY