



BEN CHRISTIANSEN

WEB DEVELOPER IN TRAINING | HEALTHCARE & OPERATIONS BACKGROUND

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EXPERIENCE

ARUP LABORATORIES

2023-PRESENT

Huntsman Cancer Hospital | Nights 7 on/7 off Processing Technician

- Process patient specimens using centrifugation with strict attention to detail and accuracy.
- Perform quality control tests on instruments to ensure reliable sample processing.
- Maintain, clean, and prepare laboratory equipment according to safety and operational standards.
- Work efficiently during high volume night shifts requiring focus, consistency, and precision

UNIVERSITY OF UTAH HOSPITALS & CLINICS

2019-2023

Supervisor, Patient Services | Team Lead (2021-2023)

- Led scheduling operations across neurology clinics, ensuring accurate provider templates and workflows.
- Created and maintained documentation—decision trees, guides, and processes—that improved clarity and reduced errors.
- Collaborated with providers and access teams to streamline scheduling rules and resolve operational issues.
- Supported onboarding by translating complex scheduling requirements into clear, usable content.
- Managed real-time updates to provider schedules and internal communication.
- Improved documentation used across scheduling teams for consistency and accuracy.
- Contributed to simplifying the online medical record request steps for patients.

Patient Relations Specialist (2019-2021)

- Scheduled referrals and procedures for 90+ neurology providers with high accuracy.
- Maintained provider templates and communicated updates across scheduling teams.
- Worked with web design teams to improve structure and readability of patient-facing content.

GRAND AMERICA HOTELS & RESORTS

2003-2019

Catering & Convention Services Manager

- 10+ years hospitality management: large-scale event oversight, multi-department coordination, and high-stakes client communication.
- Expert in precision documentation—BEOs, contracts, run sheets—with strong attention to detail and confidentiality.

REFERENCES AVAILABLE UPON REQUEST

ABOUT ME

Detail-oriented healthcare professional transitioning into web and content management roles. Experience in patient services supervision, laboratory processing, accessibility-minded content work, and rigorous accuracy in high-stakes environments. Strong interest in web accessibility, content structure, and user-friendly digital experiences.

WEB LEARNING

Responsive Web Design Certification
freeCodeCamp
2023-2024

Mentorship
Stork Mentors
2023

TECHNICAL SKILLS

HTML, CSS, JavaScript GitHub
WordPress Basics
WCAG Concepts Accessibility
Content Editing
Responsive Design

SOFT SKILLS

Collaboration | Adaptability | Learning
Organization | Communication |
Self-Motivated

PROJECTS

Healing Dancescapes Multi-Page Website

- [GitHub: link](#)
 - [Case Study: link](#)
- Reagent Stability Calculator
JavaScript App
- [GitHub: link](#)
 - [Case Study: link](#)