



BEN CHRISTIANSEN

WEB DEVELOPER IN TRAINING |
HEALTHCARE & OPERATIONS
BACKGROUND

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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](#)

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