BEN CHRISTIANSEN
TECH & OPERATIONS PROFESSIONAL| WEB, DATA & ACCESSIBILITY FOCUSED| HEALTHCARE SYSTEMS EXPERIENCE

📞 801-647-0102

✉ me@benjchristiansen.com

🖥 benjchristiansen.com

in linkedin/in/benjchristiansen

ABOUT ME

Detail-oriented technical and operations professional with experience in healthcare systems, laboratory processing, and complex scheduling environments. Known for documentation precision, workflow clarity, and accuracy in high-stakes settings. Currently building skills in front-end web development, accessibility, and data-informed problem solving, with a strong interest in how structure, rules, and thoughtful design improve usability for both users and internal teams. Drawn to behind-the-scenes roles where well-designed systems quietly make work more reliable and efficient.

LEARNING

Responsive Web Design Certification
freeCodeCamp
2023-2024

Mentorship
Stork Mentors
2023

Data & Analytics (Foundational)
Google Data Analytics Certificate (in progress)
Data cleaning concepts, structured datasets, basic analysis workflows, logic-based calculations

TECHNICAL SKILLS

HTML, CSS, JavaScript GitHub |

WordPress Basics

WCAG Concepts Accessibility

Content Editing

Responsive Design

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