



BEN CHRISTIANSEN

QUALITY-FOCUSED SYSTEMS &
DOCUMENTATION SPECIALIST

Web Applications • Workflow Testing • Accessibility •
Healthcare Systems

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ABOUT ME

Detail-oriented systems and operations professional with experience in healthcare workflows, laboratory processing, and complex scheduling systems. Known for documentation precision, process clarity, and identifying inconsistencies in high-stakes environments.

Experienced in translating complex operational rules into clear documentation and usable systems. Skilled at spotting workflow gaps, reducing errors, and ensuring processes behave consistently across teams and platforms.

Currently expanding skills in web technologies and software quality practices, with a strong interest in manual testing, usability, accessibility, and improving system reliability through thoughtful documentation and structured validation

LEARNING

Responsive Web Design Certification
freeCodeCamp
2023-2024

Mentorship
Stork Mentors
2023

Quality Assurance Foundations –
CodeTemple (Self-Study – In progress)

TECHNICAL SKILLS

HTML • CSS • JavaScript • GitHub

Version Control

Manual Testing Concepts

Bug Documentation

Test Case Thinking

Accessibility (WCAG Concepts)

Responsive Design

WordPress Basics

EXPERIENCE

ARUP LABORATORIES

2023-PRESENT

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

- Process patient specimens using centrifugation with strict attention to accuracy and protocol compliance.
- Perform quality control tests on laboratory instruments to ensure consistent and reliable sample processing.
- Maintain 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 workflow consistency.
- Created and maintained documentation—decision trees, guides, and processes—that improved clarity and reduced errors.
- Collaborated with providers and operations teams to refine scheduling processes and resolve system issues.
- Translated complex scheduling requirements into clear documentation used for onboarding and training.
- Managed real-time updates to provider schedules and internal communication.
- Improved documentation used across scheduling teams for consistency and operational 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 & strict adherence to workflow rules.
- Maintained provider templates and communicated scheduling changes across teams to prevent errors.
- Collaborated with web teams to improve structure and clarity of patient-facing online 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.

PROJECTS

Healing Dancescapes

Multi-Page Website

GitHub: [link](#)

Case Study: [link](#)

Reagent Stability Calculator

JavaScript App

GitHub: [link](#)

Case Study: [link](#)

REFERENCES AVAILABLE UPON REQUEST