Jalen Cross

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My Key Qualifications

- Project Coordinator supporting clinical and IT workstreams at **Ardent Health Services**, a regional health system operating across multiple states.
- Maintain project plans, **RAID logs**, status reports, and action item trackers for operations and IT project managers.
- Standardized weekly status reporting across **6 active projects**, cutting weekly prep time from 3 hours to 1.5.
- **Smartsheet, Excel, PowerPoint, and Word** used daily for PMO documentation, trackers, and sponsor-facing updates.
- Raised on-time action item closure **from 68% to 87%** through documented follow-ups after cross-functional project meetings.
- Supported go-live readiness for a patient access workflow across **4 clinic locations**, tracking risks and escalating blockers to the lead PM.
- Coordinated UAT for an appointment process redesign, tracking **24 test cases and 19 resolved defects** in Jira.

Experience

Project Coordinator — **Ardent Health Services**, a regional healthcare provider operating hospitals and care sites across multiple states

Jun 2025 – Present · 1 yr 5 mos

- Maintain project plans, RAID logs, status reports, and action item trackers for clinical operations and IT workstreams across 6 active projects.
- Standardized weekly status reporting for project sponsors in Excel and PowerPoint, cutting report preparation time from 3 hours to 1.5 hours each week.
- Raised on-time action item closure from 68% to 87% by maintaining meeting notes and follow-up trackers in Smartsheet and sending documented follow-ups to owners after each session.
- Supported go-live readiness for a patient access workflow update across 4 clinic locations, completing 100% of pre-launch checklist items before the scheduled rollout date.
- Coordinate cross-functional project meetings, capture decisions, track dependencies, and escalate blockers to the lead Project Manager during readiness reviews.

Education

- **Middle Tennessee State University** — Bachelor of Science in Information Systems · 2021 – 2025 · Relevant coursework: Project Management, Systems Analysis and Design, Healthcare Information Systems, Business Process Management

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Projects

- **Student Services UAT Coordination**
  Coordinated user acceptance testing for a class project redesigning a campus appointment request process, tracking 24 test cases in Jira and helping resolve 19 defects before the final presentation.
  Tech: Excel, Jira, PowerPoint
- **Clinic Intake Workflow Mapping**
  Mapped patient check-in and referral handoff workflows for a community health nonprofit and documented future-state recommendations, reducing documented handoff steps from 12 to 9 in the proposed design.
  Tech: Visio, Excel, Word

Skills

- **PMO Tools:** Microsoft Excel, Smartsheet, PowerPoint, Word, Jira, Visio
- **Project Coordination:** RAID Logs, Status Reporting, Action Item Tracking, Go-Live Readiness, User Acceptance Testing
- **Domain:** Healthcare Operations

Certifications

- **CAPM (Certified Associate in Project Management)** – Project Management Institute (2026)

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