



Ryan Pagala

Manager
Fairfax, VA
East Region

Ryan's Career Path

2005 – Float
2006 – Training Specialist
2008 – Supervisor
2009 – East Region QA Supervisor
2013 – Manager

Believe in yourself and be open to opportunities: **“The confidence you exude in yourself should set an example for others. Always strive to be a leader, innovator, originator, and developer.”**

Career Path Story: Ryan Pagala

Words of Wisdom

If you are curious about how to prepare yourself for your own unique journey, Ryan has these words of wisdom to share:

- Have a goal in mind, look to the long term, work hard, and keep your options open.
- Be personable, transparent, and respectful, treating others as you would have them treat you. Establish key professional relationships every chance you get.
- Be open to the feedback others have for you; listen and be adaptable. At the same time, don't settle for the status quo. Define what “perfection” means to you.

Ryan's Personal Path

If you ask Ryan to describe his Quest career path, he will use the word “impromptu.” Hired as a float in 2005, Ryan held a bachelor's degree in economics and psychology and was in the process of applying to pharmacy school. He had already acquired a broad range of abilities and experience in healthcare and had his sights set on bettering his education. But, as Ryan recounts, “My progression within the Quest organization became my ultimate pursuit.” With that shift in focus and his extensive background to support him, Ryan quickly became a training specialist, and then a supervisor with twenty-five direct reports.

In 2009, Ryan was approached by his director, Craig Allen, and his manager, Jenny Dhall, to take on a Quality Assurance supervisor position for the East Region that would provide extensive quality assurance and technical writing support. Ryan explains: “After graciously accepting the role, I was able to establish many processes, improvements, and support functions. This experience prepared me for my current role as a regional Patient Services manager, where I am working to reestablish the East Region and our Baltimore lab campus as a major player in our organization as well as in our market share.”

Reflecting on his current experience, Ryan is quick to add: “I am humbled, honored, and fortunate to have been given many opportunities to collaborate and share in the successes of a team that works just as hard—if not harder—to accomplish their goals and objectives.” Ryan would like to acknowledge mentors Craig Allen, Jenny Dhall, Frank Gallagher, and Amy Frank for their role in his journey.

Challenges encountered on Ryan's diverse, “impromptu” career path included a lack of specific opportunities and the fact that there were many qualified and tenured coworkers also vying for openings. Nonetheless, by taking the long view and being prepared, Ryan has shaped a unique and fitting career path.