

**Amanda Riley**

Supervisor
Kenosha, WI
Great Midwest Region

Amanda's Career Path

2008 – Temp

2009 – PSR

2011 – Float

2013 – Group Lead

2015 – Supervisor

Amanda believes that career advancement happens when you **“take the criticism and learn from it. It is so true that most people do not listen with the intent to understand. They listen with the intent to reply. Learn what you can, accepting criticisms and teachings, because that’s the only way you’re going to grow.”**

Career Path Story: Amanda Riley**Words of Wisdom**

Looking back on her career path, Amanda has these insights to share:

- Keep learning and growing.
- Work hard. If you know what you want to do, work hard and do your best, learning what you can.
- Accept criticisms and teachings, because that’s the only way you’re going to grow. Take notes, absorb it all, and use your resources.
- Don't be afraid to put yourself out there. If you don't try, you don't know.
- Have faith that everything will happen when it's supposed to and that everything happens for a reason.

Amanda's Personal Path

Amanda became a phlebotomist because she needed a job while in nursing school. During her internship, she fell in love with phlebotomy and caring for patients. Feeling that nursing was becoming robotic, she admired Quest and how we did things, so she decided to give up nursing and continue in phlebotomy.

As a phlebotomist, Amanda loved the opportunity to build relationships, especially with patients who had standing orders and came in frequently. “I remember a little boy with leukemia who came in every week. I was able to bond with his family, and it felt good helping them and watching their journey.”

Amanda always saw herself advancing her career, but she didn't imagine she would be a supervisor. But, throughout her career, she was encouraged and mentored by supervisors who gave her opportunities to learn about their jobs and train herself. She found that “having a great boss makes you want to do your job better and work harder.”

Amanda knew becoming a supervisor would be a challenge, but she was up for it, and she still works hard to grow in her position. She loves training and mentoring, giving her team opportunities and watching them grow. She enjoys building relationships and values “being open and honest” and “holding employees accountable while being fair, understanding, and compassionate.” She says: “I want to know about my employees, learning what motivates them and makes them excited to come to work. I want to know how I can help them, so I listen to what they have to say without judging or trying to correct them.”