



Andrea Havens
Supervisor
Bowling Green, KY
Great Midwest Region

Andrea's Career Path
2009 – PSR
2012 – Trainer
2013 – Float
2015 – Supervisor

Andrea worked with her supervisor to grow and develop the skills she needed.

“I just needed to keep working. I got better at my people skills, communicating, and listening. My manager sat with me and we worked on each skill a little at a time. Then I would go out and practice it. So I knew it was really working and taking effect.”

Career Path Story: **Andrea Havens**

Words of Wisdom

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

- If you see something that interests you that is outside your job scope, ask your supervisor, “What can I do to be involved, and what steps can I take to advance in the company?”
- There are lots of resources out there, from supervisors to managers to regional directors. You just need to reach out.

Andrea's Personal Path

Andrea discovered phlebotomy after being laid off from the Department of Energy. She had always wanted to be in the medical field, and she found an on-the-job phlebotomy course as she flipped through the phone book looking for jobs. Andrea enrolled and found that she liked the patient contact and was happy to be involved in the medical field.

When a trainer position opened, Andrea's supervisor encouraged her to apply. Andrea got the job, but nine months later, Quest began restructuring and Andrea's position was phased out. She moved to Lexington and became a float, but the transition was challenging because she had to learn how 20+ sites operate. While every location follows the same SOPs, each PSC has a slightly different layout and IOPs have the added challenge of doing things in a way that supports the needs of the client. Another challenge with being a float is adjusting to the morning travel; a float must be willing to get up in the wee hours of the morning if traveling 2-3 hours to a site.

Andrea worked to advance her career, checking for other positions in the company and applying for them. She learned from those experiences and worked on areas where she needed to grow. Throughout her journey, Andrea had people encouraging her and helping her develop the skills she needed. Andrea worked with her supervisor, Traci Covey, to grow and develop the skills she needed. “Traci told me not to get down, that there were more opportunities. I just needed to keep working. Andrea put advancement on the back burner, concentrating on her current job and improving her people and communication skills. Then one day her manager called and offered her a supervisor position.

As a supervisor, what Andrea enjoys most is getting to know the new group of people she works with. “I love teaching new hires the ins and outs, dos and don'ts of Quest itself and the IOP settings to get them familiar with how we do things. At Quest, we don't do things like everybody else.”

Looking back at her career, she feels good about her advancement. “I really like working for Quest and appreciate the support and opportunities to advance. Everyone has been so supportive.”