



**Cristen Correia**  
Supervisor  
Highlands Ranch, CO  
Great Midwest Region

**Cristen's Career Path**  
2008 – PSR  
2009 – Float  
2010 – Group Lead  
2011 – Supervisor

Cristen emphasizes the importance of others: **“I am extremely lucky and blessed not only to work for such a great company but to have the opportunity to work with so many amazing people. I really do love my team and have no problem telling them. I also adore my boss; she is supportive, consistent, timely, and she makes me feel as if I cannot fail. Our entire Patient Services team is one of the most supportive groups I have ever been a part of.”**

## Career Path Story: **Cristen Correia**

### Words of Wisdom

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

- Be strong and courageous.
- Don't hesitate. Believe in yourself, believe in those around you, and don't be afraid to seek help when you need it.
- News and gossip travel fast. The medical field is really a small world. You never know when you may run into people from your past, so protect your reputation and ALWAYS be kind.

### Cristen's Personal Path

As a young girl, Cristen knew she wanted to be in the medical field and help people. She was a medical assistant for twelve years before coming to Quest, and phlebotomy was her favorite task. A people person, she loves the people she works with. “I enjoy helping others and the various challenges each day brings—even trying to find resolution for upset clients and patients.”

Cristen knew she wanted to advance her career. “I enjoy leading people. I love learning new things and sharing what I've learned.” She learned a lot from her past supervisor, Kim Roelfson, whom she greatly respects. “I spent as much time with her as I could, observing, learning what she dealt with on a daily basis, and how she handled various issues.” Cristen also learns a lot from her current manager, Elizabeth Strock. “She is extremely supportive, and the belief she has in me inspires me to be great.”

Advancement came with hard work. “I am my own worst critic and lack confidence at times. I worried I would fail but reminded myself that others believed in me and that giving up was not an option.” Cristen consistently applied for promotions to let upper management know she was interested. She was turned down the first time she applied for a group lead and supervisor position, but she didn't give up. People challenged her and tested her boundaries, but Cristen overcame the difficulty by “remaining as consistent and fair as I knew how to be.”

Cristen is excited to come to work every day, just knowing that “one day, maybe even today, I may have made a difference.”