



**Crystal DeLeon**  
Supervisor  
Chicago, Illinois  
Great Midwest Region

**Crystal's Career Path**

- 2004 – Processor
- 2006 – Went to school for phlebotomy
- 2006 – Patient Services Rep II
- 2007 – Float
- 2007 – Group Lead
- 2013 – Supervisor

**“Show your commitment and demonstrate your willingness to learn. Don’t let any obstacle stop you. When you stumble, ask yourself, ‘What can I take from this? How can I grow?’ ”**

## Career Path Story: **Crystal DeLeon**

### Words of Wisdom

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

- Never expect someone to do something you wouldn’t do yourself.
- Go above and beyond when not asked; do it for you.
- Let your supervisor know when and what you want to learn.
- Always be open to change and willing to leave your comfort zone.
- Understand that your patience will be tested; it is part of life. Trust that you can work through it.

### Crystal's Personal Path

Crystal was a married mom with three young children when she began her Quest career as a processor. Eager to absorb as much as possible, she learned every position in cytology processing by offering to help out as an opener, a typist, and a sorter, even coming in on Saturdays.

Crystal had always wanted a role with direct patient touch. While Quest was no longer offering classes in phlebotomy, she enrolled in school, and began reaching out to people she knew in Quest to land a role as a phlebotomist. Soon after, she was “given a chance” as a PSR II and excelled in her new role followed by becoming a float. Crystal explains: “I loved being a float, knowing I was helping out wherever I went, all over Chicagoland.” Applying for and being offered a role as a group lead was an experience that required Crystal to get out of her comfort zone. It taught her invaluable leadership skills, such as adjusting to different personalities and “seeing what is unique about each coworker that they can bring to the table.” Soon after the death of an immediate family member in 2011, Crystal applied for a supervisor job but was not offered the position. That didn’t stop her. She learned from the experience and was offered a supervisor role when she applied in 2013.

Today, Crystal keeps her hands and her heart in the patient experience, telling her team members: “I can put on my scrubs and work side by side with you at any time. We are all human, and I am happy to help you.”

Crystal reframes her challenges along the way as worthy pursuits: “As a processor, it was important to me to prove to myself and others that we could find new and better ways to do things, and, as a float, I set out to earn the respect of our clients through my good service and patient care.” In her current role as a supervisor, really understanding the challenges and goals of each individual is her worthy pursuit.

Crystal credits Darlene Ucci for teaching her how to “stay cool as a cucumber” in any situation and Barbara Mintor for modeling the importance of building a personal relationship with each team member.