



Jamahl Henderson
Supervisor
Kansas City, KS
Great Midwest Region

Jamahl's Career Path
2003 – PSR III Float
2010 – PSR IV Group Lead
2012 – Trainer
2015 – Supervisor

Career Path Story: **Jamahl Henderson**

Words of Wisdom

Looking back on his career journey, Jamahl has these insights to share with you:

- Be true to yourself: you can contribute to others by being who you are.
- Use IntelliQuest; there is a wealth of good information there.
- Don't stop moving—mentally, physically, or emotionally.
- Make time for yourself and your family.
- Focus on work at work; focus on family at home.
- Show others what you have to offer through your actions: there is no entitlement.

Jamahl's Personal Path

After completing a course for an EKG lab assistant, Jamahl was hired by a lab that provided mobile phlebotomy. After three years, he moved on to a fast-paced hospital environment, doing phlebotomy in the ER and ICU, where he worked for three more years. Jamahl then joined a biopharmaceutical firm as an environmental monitor, where he stayed for one and a half years. It was a change he enjoyed.

A former coworker, now at Quest, suggested he apply. Jamahl was hired as a float, then referred to as a “rotater.” From there, he says he “ran the gauntlet at the PSR level, working at a PSC, an IOP, and more.” Things changed in a big way when Jamahl met “a wonderful woman” who encouraged him to advance in his career. After applying for and accepting a group lead position, he asked himself, “What’s my next step?” Jamahl began helping the trainers and learning what they did. When a trainer position became available, Jamahl was prepared and stepped right in.

With his “what’s next for me?” mindset, Jamahl set his sights on a supervisor role in Denver. He wanted to develop people in the field and help drive the business. While he was not selected for the job, he soon applied for and accepted his current position as supervisor in Kansas City. Jamahl says: “This is a big step. I am continuing to develop myself beyond direct patient care. In this role, I have a much bigger customer base that includes PSRs, sales reps, and doctors.”

In terms of challenges along the way, Jamahl quickly cites “becoming complacent,” which he refers to as “internal stagnation.” He also recalls a poignant conversation with a PSR with forty years’ experience who regretted that she had not tried harder to do more in her career.

Besides that special someone who encouraged him and kept him focused, Jamahl appreciates the guidance, knowledge, and opportunities offered to him by Debbie Portwood, LaWanda Smith, Yolunda Turner, and Vicki Rainey.

Jamahl encourages you to develop your personal talent:
“I love that Quest makes personal advancement possible. Whatever is next, I plan on it being with Quest.”