

**Kim Lyons**

Supervisor
Denver, CO
Great Midwest Region

Kim's Career Path

1996 – PSR
1999 – Float
2001 – Administrative Assistant
2001 – Department Administrator
2004 – Supervisor

Kim truly enjoys her role. **“At the end of each day, I can honestly say I gave everything I had to achieve a successful outcome, no matter what came up. I enjoy problem-solving and, when you have 30 or more employees on your team, you never know what is going to happen at any given moment—I love that!”**

Career Path Story: Kim Lyons**Words of Wisdom**

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

- Trust your own ability and don't fear the unknown.
- Recognize the growth that comes from uncomfortable situations.
- If you want to grow, surround yourself with positive people. To ask someone for their story is an honor, and we have so many people willing to be mentors.
- True courage is going for what you really want even though you have doubts. Many people have doubts or challenges, but with faith in themselves, they keep going forward.

Kim's Personal Path

Kim became a phlebotomist at a friend's suggestion and loved it. “I love people and am naturally upbeat; this gave me a way to make something not so pleasant feel less frightening.” After spending a few years as a PSR and taking on the challenges of being a float, Kim took on the role of administrative assistant. This allowed Kim to hone the computer and project management skills she gained working as a secretary and an office systems specialist at IBM. Of her time as a Patient Services administrator, Kim says, “I gained a broader view of the company and the behind-the-scenes work that contributes to our continued growth and success. I worked with supervisors and their teams, ordered uniforms, consolidated lab coat bills, submitted payment at time of service monies to finance, kept track of projects, trained employees on procedures, created memos, ordered supplies, and more.”

With each new role, Kim took a leap of faith and challenged herself to do her very best. She learned all she could about being a supervisor and imagined how she'd handle the situations her manager encountered.

One of the greatest obstacles Kim faced in her career progression was patience—things work out as they are supposed to. “I applied for this role five times before I was successful, and each time I learned more about how to present what I would bring to the position, the company, and my manager. I learned and lived the philosophy that things *a/ways* work out as they are supposed to, and to be the best me each day. This belief is what gets me through anything to this day.”

Kim's first year as a supervisor was very challenging, especially in working through difficult employee issues. “I struggled, but I kept my head up, reached out to our resources for guidance, and took it one moment at a time.” Twelve years later, she is a seasoned supervisor with a rewarding career. “I never ‘asked’ for a promotion—I applied and did the work. Everyone's career path is in their control. I truly believe this and tell candidates when I interview them, so they know they can do anything with their time here, but it is up to them.” Kim truly enjoys her role and recommends it for anyone who loves people and problem-solving.