



Michelle Paris

Supervisor
Billings, MT
Great Midwest Region

Michelle's Career Path

1988 – Phlebotomist

1990 – Client Services Coordinator

1996 – Client Services Supervisor

1997 – Group Lead

2009 – Supervisor

Career Path Story: **Michelle Paris**

Words of Wisdom

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

- Learn all the jobs you can.
- Be someone others know they can count on.
- Don't be afraid to try.

Michelle's Personal Path

When Michelle chose to become a phlebotomist, she entered a new world. As a previous art major, Michelle found that phlebotomy and the medical laboratory were new to her. She learned to draw blood, operate the computer system, handle client service calls, and process specimens. Michelle was determined to learn all she could. "Along the way, I applied or volunteered to do any job. I became a safety coordinator, took on Logistics during an acquisition, learned specimen processing, and did health fairs. This increased my knowledge and helped me understand how important each task and department is in day-to-day operations."

Mentors have been an important part of Michelle's advancement, sharing their knowledge and helping her learn from her mistakes. "Kathy Sorich, the Rapid Response Laboratory (RRL) supervisor, and Karrie Brickham, my manager, are always supportive and have helped me grow into my supervisory role." Michelle also took advantage of the Quest Diagnostics tuition reimbursement plan in collaboration with Capella University. In June, she completed the requirements for a bachelor's degree in business, leadership, and management.

Michelle really enjoys working with her employees. "We have such a great group. They work really hard to increase patient and client satisfaction. I am always impressed by how much the patients love them."

Everyday Excellence and other training programs have helped Michelle's team deliver the Quest Diagnostics goals of creating a healthier world, building value, and developing an inspiring workplace. Helping employees succeed is a rewarding part of Michelle's job, but it's also difficult due to the number of remote employees. Her biggest challenge is spending one-on-one time with each one, and Michelle frequently travels 225–350 miles one way to do site visits. But she is up for a challenge and values the time spent with her employees.

Looking back at her career path, Michelle is grateful for all she has learned and been a part of. "I still learn something new almost every day, which is something I have always loved about working at a medical laboratory. Every employee and every job is important in serving our patients."

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