



Yolunda Turner
Supervisor
St. Louis, MO
Great Midwest Region

Yolunda's Career Path
1999 – Float
2003 – Trainer
2013 – Supervisor

Yolunda reminds us that every experience is a learning opportunity: **“My life experience has made me the woman I am today. Never forget that every experience, positive or negative, makes you who you are.”**

Career Path Story: Yolunda Turner

Words of Wisdom

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

- Focus on your education before starting a family.
- Always think positively and focus on what you have to offer.
- Believe in yourself; never give up.
- Finish what you start.

Yolunda's Personal Path

After completing a medical assistant program in 1989, Yolunda worked at the American Red Cross as a donor care specialist, and then in a hospital as both a lab assistant and a pathology assistant. She attended a local job fair and “got her foot in the door” as a rotating phlebotomist serving a variety of IOPs and PSCs.

In 2003, Yolunda was selected as one of two group leads to assume a training role. Besides training new hires, Yolunda and her coworker developed a program that taught coworkers from other functions about practicing phlebotomy in the PSC environment. At the same time, Yolunda was also a student. She explains: “I am a person who finishes what she starts, so I went back to college to complete my bachelor's in business administration at Fontbonne University. I accomplished that goal in 2006, but I wasn't satisfied, so I began working at the same university toward my master's degree in management, which I attained in 2009.” It wasn't easy. Yolunda was also raising a family, working full time for Quest, and teaching two nights a week at a local college. Yolunda explains: “Through God, family, and friends, my support team was in place. My husband always stood behind whatever I wanted to do, and my mom provided insight and encouragement when I thought about giving up teaching or school.”

In 2013, Yolunda's best friend and coworker, LaWanda Smith, encouraged her to apply for a supervisor opening, and Yolunda was offered the position. About this role, she says: “I love, love, love people and can relate to anyone. When I interviewed for supervisor, I just knew it was divine timing. I have not changed one bit as a supervisor. I am always fair, go by the book, and set clear expectations. I never forget that everyone is a person, so the respect I get is the respect I give.”

Yolunda is grateful to her mother, her grandmother, and her best friend for being there every step of the way. She also acknowledges her manager and mentor, Vicky Raney, whom she says “inspires me to do a good job. Vicky is always supportive and open; she does not belittle anyone for being themselves! No question asked of Vicky is a stupid question. As a manager, she understands our role as supervisors. At the same time, she takes no prisoners.”