



**Amy Sikon**  
Supervisor  
Pittsburgh, PA  
North Region

**Amy's Career Path**

1984 – Processing – Data Entry

1990 – Billing

1993 – Evening Processing

2001 – Processing Group Lead and  
Test Send Out

2003 – Processing Supervisor

2008 – Patient Services Supervisor

## Career Path Story: **Amy Sikon**

### Words of Wisdom

As Amy's story illustrates, your path is yours to forge. Be on the lookout about what excites you about your job and use that knowledge to plan our path. Amy's advice is:

- Always look for new things to learn.
- Make sure your name is out there in a positive sense.
- Don't expect people to see what you are doing; you need to put it out there.
- Apply for promotions. Don't expect someone to nominate you.
- Manage your mindset: "It was when I put it in my mindset to move up and be more visible that my career took off."
- Build good relationships in every area of the business.
- Keep a broad perspective. Understand that everything you do is touched by someone else and ultimately affects a patient.

### Amy's Personal Path

A few weeks after graduating from high school, Amy started in Processing at the same time as the first computers were introduced in the lab, and she spent her time doing data entry from manual requisitions. During her years in Processing and Test Send Out, Amy did everything from calling out results to making slides and plate cultures. These roles gave her an appreciation for the teamwork between functions.

While she enjoyed all of her roles, a new spark was lit when she had the opportunity to train others. "I learned that I really enjoyed training and helping others learn how to do tasks. I like to do a job well, and holding myself to high standards made it easy for me to communicate to others."

After the merger with SmithKline Beecham, Amy was promoted to group lead, and within two years, she was a supervisor. In this role, she needed to give reviews and help with development needs, which required her to acquire new skills. Amy attended Dale Carnegie leadership courses and was supported by her HR partner, who made herself available at night, and a Logistics supervisor who worked evenings. With their help, she honed her skills and conquered her fears.

In her move from Processing to Patient Services, Amy shifted from nights to days, doubled her team, learned a new area of the business, and developed a new skill—handling patient calls.

What makes Amy excited about coming to work these days? "I have really good employees. Seeing the frontline's attitude towards work, the relationships they form, and how much they care about the patient makes me proud. Plus, I have a great support system of supervisors with backgrounds from other parts of the business, so I never feel alone."

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