



Patrick Gaughan

Supervisor
Pittsburgh, PA
North Region

Patrick's Career Path

1999 – PSR IV
1999 – Supply Clerk
2001 – Group Lead
2004 – Supervisor

Career Path Story: **Patrick Gaughan**

Words of Wisdom

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

- Be yourself. Don't try to be someone you think others expect you to be.
- Trust your instincts and never be afraid to act on them.
- Do not let fear rule your decisions. Take chances in your career and in your life.

Patrick's Personal Path

From 1988 until 1996, Patrick was a member of the US Army Reserve and also served his country during Operation Desert Storm. It was through the Army that Patrick earned his associates of applied sciences for medical lab technicians from Baylor University. In 1999, Patrick transitioned from being a PSR IV group lead with SmithKline Beecham and took on his first official Quest role as a supply clerk. Two years later, Patrick became a group lead and went back to school to finish his BS in Business Management. He notes: "One of the challenges I faced on my 'non-traditional' path was going to school full time after starting a family and working between fifty and sixty hours a week."

Nonetheless, Patrick's pursuit of education and his commitment to ongoing personal development didn't end there. Today he is certified in both Six Sigma and QOM. Reflecting on his learning experiences with Dale Carnegie and Gustav Kaeser leadership training, Patrick states: "Dale Carnegie was key in helping me cultivate new professional relationships and improving how I handled criticism. Gustav Kaeser was key to improving my leadership communication style with respect to speaking in front of an audience." Remarkably, Patrick has also managed to acquire credits toward his MBA.

Regarding the role of others on his personal career journey, Patrick adds: "I have had assorted inspirational mentors during the various stages of my career. The most impactful encouragement to progress has come from a number of coworkers and friends." Patrick sometimes wondered about whether he was the right type for a role, or if he was qualified. It was during these moments of hesitation that these "genuinely puzzled" individuals would challenge Patrick to apply. "This type of feedback helped embolden me to take a risk." In terms of the future, Patrick says that his goal is to be promoted within Quest. "I am working on increasing my professional abilities by learning new and different talents to become more marketable."

Patrick encourages us not to wait to pursue a move. **"It is more important to make a decision on what direction to take than it is to wait until you are absolutely sure about it. Regardless of the choice, you will be moving in a forward direction and can change course at any time."**