



Tracey Freed
PSR IV Group Lead
Pittsburgh, PA
North Region

Tracey's Career Path
2008 – PSR I Mobile and PSC
2010 – PSR II
2011 – PSR III
2013 – PSR IV Group Lead

Tracey encourages us to embrace opportunities and face our fears we learn and grown. **“I feel very blessed to look back on my journey and see how far I have come. It was not easy getting here, but I am content where I am at. I like meeting new people every day, and each day at work is so unpredictable—which keeps it pretty exciting.”**

Career Path Story: Tracey Freed

Words of Wisdom

Looking back on her career at Quest, Tracey emphasizes that being proactive and accepting new challenges helps you along the way. Tracy shares these insights:

- Be observant.
- Show an interest in your work.
- Be flexible with your time and your schedule.
- Let your supervisor know you are interested in moving up.
- Say yes if you are asked to take on more of a leadership role or are offered leadership training.
- This isn't an easy job, but if you continue to work hard, it pays off in the end.

Tracey's Personal Path

After high school, Tracey originally wanted to be an elementary teacher, but during her second semester of college, she switched to nursing. She took a phlebotomy course and started working as a Patient Services Representative in a combo role where she visited nursing homes in the morning and then worked in a PSC.

Tracey was flexible and, in her five years as a PSR, worked in three different PSCs, volunteered to help out with nursing home coverage when needed, and visited other PSCs to cover Saturday shifts or help with closing for the day. Working in a variety of locations gave her a broad view of PSC operations. Along the way, Tracey was asked to take leadership training, which serves her well as a group lead.

Tracey says, “I've always been motivated to advance my career, but I did not expect that after five years working with Quest Diagnostics, I would be a group lead. I have been a group lead for three years now and have been working for Quest for almost eight years.”

Initially, Tracey was afraid of traveling to a lot of the PSCs that she was unfamiliar with, but she overcame that with time as she traveled to work at nearly all the PSCs in the area.

Today, Tracey looks forward to going to work, “Something I like most about my job now is the flexibility. I am excited to come to work to see all of my coworkers; we know how to make a workday fun.”