



**Cynthia Rossi**

Supervisor  
Norwood, MA  
North Region

**Cynthia's Career Path**

1990 – PSR

2005 – Mobile and PSC Supervisor

2011 – Supervisor

## Career Path Story: **Cynthia Rossi**

### Words of Wisdom

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

- The sky is the limit. How you handle the future is up to you.
- Continue to learn. Pursue additional degrees and credentials.
- Focus on forward motion and be willing to put in the hard work.
- Don't put blinders on; you'll only get stuck. Increase your knowledge and understanding.

### Cynthia's Personal Path

Working for the telephone company in southern California, Cynthia never dreamed that a move to the East Coast would lead to a new career. Soon after relocating to Rhode Island, Cynthia's California employer told her she would now be responsible for collecting money out of payphones. "That's when I knew I had to reinvent myself," Cynthia recalls. "I took a course in phlebotomy at a local college because I knew there was growing demand in the field of healthcare." Soon after finishing her internship at a lab, Cynthia was hired by the lab and started her new career as a phlebotomist. The lab was eventually acquired by Quest.

One day, Patient Services director Tony Licausi called Cynthia to ask if she would revise Rhode Island's house call (mobile phlebotomy) program. Cynthia embraced the challenge, successfully divided the state into four sections, and established an efficient new system. With this experience under her belt, Cynthia officially became a supervisor of mobile phlebotomy as well as a Patient Service Center supervisor.

In 2011, Cynthia was encouraged to take the position of supervisor at the Patient Service Center in Norwood, MA. Cynthia reflects on that time of great change: "This was a significant move for me. I found myself out of my comfort zone and I needed to meet and learn about new people in a new area. To me this meant building the team and making a point of connecting with them, on a more personal level. I had to build relationships and earn trust. I couldn't be more proud of my team. They work together, have each other's backs, arrange their own schedules, and truly operate as team players."

Building a high-functioning team was a focus for Cynthia, but so was assuming more and different job duties. Cynthia reflects with gratitude, saying, "My current manager, Clare Wahl, exposed me to so much. She really opened up my understanding. For example, I now have insight into how systems and interfaces work. I have learned more from Clare than I ever imagined was possible."

Cynthia shares the value of thinking through a situation: **"If you give me something, I will not stand still. I will chew on it, digest it, and figure out what is best for me and the people around me."**