



Jo-Ann Hamelin

Manager
Marlborough, MA
North Region

Jo-Ann's Career Path

1989 – PSR

1997 – Group Lead

1998 – Coordinator

2001 – Supervisor

2003 – Manager

Joann recognizes Quest's investment in her. **"I wouldn't be where I am today if not for Quest. They believed in me, appreciated my education, understood my challenges, and recognized my hard work and dedication. I was a sponge, growing up with the company and maturing along the way. My leaders saw my potential and educated and supported me through my development. So much change! I can't wait to see what it is like at the end of my tenure here at Quest."**

Career Path Story: **Jo-Ann Hamelin**

Words of Wisdom

Looking back on her career path, Jo-Ann's heartfelt wisdom is this:

- Finish your degree. Education matters more than ever.
- Understand that something is going to change every day.
- Learn to deal with different people. Gain insight into their expectations.
- Think ahead about what you need to do each day to get where you want to be.
- Minimize negativity.
- Work in different departments; understand the whole picture, and gain perspective on the business.
- Understand what a day in the life of a specimen really is.

Jo-Ann's Personal Path

While at Fitchburg State University, Jo-Ann studied medical technology and learned how to draw blood. She worked for SmithKline Beecham on weekends and during college breaks. After four years, she went to work for MetPath, then Corning, then Quest Diagnostics.

"After college, I worked as a PSR in the mornings from 7:30 to 2:30. At night, I worked as an on-call medical technologist from 6:00 PM to 6:00 AM for two years, which made for a sixty-hour workweek. I was young, married with kids, and working to make ends meet. I even picked up courier routes here and there. Later, I worked in a two-person PSC for ten years and was a group lead in Wallingford, CT. As we went through acquisitions and restructuring, I moved to supervisor and grew as a person and as a professional."

Jo-Ann's first mentor was Barry Lewinsky, whom she credits with mentoring and guiding her. Her second mentor was Nora Branconi, whom she credits with giving her wings. Nora was supportive, empowering Jo-Ann to make decisions and to manage smart. Jo-Ann says, "It's very rewarding to look back. I am so very grateful. Today, I look forward to coming to work because of the dedication to patient care of the employees I am grateful to lead. They make a difference every day, and so do I. The day I come home from work and didn't learn something new is the day I retire."