



Madeline Capano
Supervisor
Nashua, New Hampshire
North Region

Madeline's Career Path

1991 – Medical Laboratory Technician
1998 – Clinical Laboratory Scientist
2000 – Group Lead
2005 – Supervisor

Madeline reminds us to embrace a work–life balance:
“Be sure to find time for yourself as you balance the demands and the rewards of work, school, and family.”

Career Path Story: Madeline Capano

Words of Wisdom

Madeline has these words of wisdom to share:

- Identify your strengths as a clue to your future interests.
- Ask yourself, “What would I like to learn this year?”
- Reach out for the help you need—from your manager, your peers, or HR. Information and support are available to all of us.
- Take advantage of tuition reimbursement; it makes a huge difference.
- Focus on time management when juggling home, school, and work.
- Make sure you have a good support system in place!

Madeline's Personal Path

Madeline studied to become a medical laboratory technologist (MLT) while in the US Army. She continued to pursue her interest in the medical field by acquiring her MLT certification in 1991. Seven years later, after a few years of night school and accruing enough credits and experience to sit for the board exam, Madeline attained her Clinical Laboratory Scientist certification. Also in 1991, Madeline was hired by Quest as a medical laboratory technician. Madeline explains: “I am a self-motivated person, and I would have pursued my education earlier, but I had three kids along the way. I raised them on my own, and it was important for me to be there for them with their school and sports activities.”

In 2000, Madeline became a group lead, then a supervisor in 2005. Madeline decided to return to school in 2011 when her manager, Karen Leafe, and her manager's manager, Dot Burts (patient services director), encouraged her to pursue a degree in management. Madeline achieved that goal in 2015 when she acquired her bachelor's in healthcare management from Capella University.

Today, Madeline is a grandmother to a six-year-old granddaughter. With only one child (a 24-year-old son) still at home, Madeline is continuing her education by pursuing a master's degree in healthcare management. She is also a proud student in Quest's women in leadership program called the Leading for Impact Development Program for which Madeline was nominated. The program is designed to enable high-potential women to develop leadership skills that are increasingly important as they rise in mid and upper management. It is a yearlong program that meets monthly as a group and individual teams meet more often to work on projects and other assigned tasks.