



Millie Munoz
PSR IV Group Lead
Quincy, MA
North Region

Millie's Career Path
1984 – PSR
1990 – Float
2000 – Group Lead
2007 – Supervisor
2008 – PSR IV Group Lead

Millie encourages us to be honest with ourselves:

“Recognize when you are unhappy with your work, then work to change your situation by reevaluating your goals and acquiring new knowledge and experience.”

Career Path Story: **Millie Muñoz**

Words of Wisdom

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

- Be willing to increase your knowledge of phlebotomy and your understanding of our company.
- Set your goals; follow your dreams. Don't make excuses and don't give up.
- You can put a goal on hold when you need to, but don't leave it on the shelf.
- Push forward; don't allow life's hiccups and setbacks to get in your way.

Millie's Personal Path

Millie's interest in the medical field started in high school when she worked as a nurse's aide. Soon thereafter, while enlisted in the US Army, she attended the Academy of Health Sciences with the idea that she would someday become a doctor. Millie's military career was cut short when she had to be discharged for medical reasons. That life change led her to work as a phlebotomist, making house calls and visiting nursing homes. “At that time,” Millie explains, “I'd be driving in my car and would receive a page telling me where to go next.” In 1990, a float position opened and Millie seized the opportunity because she loved being on the road, helping patients in a variety of settings.

Things changed in 2000 when supervisor Candy Krul asked Millie to be her group lead. Millie explains: “Candy noticed how I was always willing to pitch in anywhere, to provide help where it was needed, including training new phlebotomists at the PSC.” The group lead role proved to be a perfect fit for Millie. She explains: “Training is something I absolutely love. Teaching new PSRs the full breadth of their role is gratifying, especially because the role has evolved so much over the years. New PSRs often feel overwhelmed, and I am right there to help them work through that.”

Millie was promoted to supervisor, a role she held for one year. Because of her medical issues, Millie made the choice to step back into the group lead role. She explains: “As a person with a chronic condition, I am empathetic toward people with health issues. I have good days and bad days, but I always get up and face each day, ready to help others.” Millie is also a fourth degree black belt and teaches martial arts as yet another way to help others.

Millie would like to recognize her manager, Clare Wahl, for her incomparable ability to listen and her words of wisdom and encouragement through the years.