



Richard Pallotto
Supervisor
Wallingford, CT
North Region

Richard's Career Path

1995 – PSR Mobile Phlebotomy
Part Time

1996 – PSR II Mobile Phlebotomy
Part Time

2001 – PSR II Mobile Phlebotomy
Full Time

2005 – Supervisor, Mobile
Phlebotomy

2012 – Supervisor

“I could never have imagined where I am today, and I wouldn't give it up for anything. My personal experience tells me that leaders in our company want us to be successful. They are there for us on our career journey, ready with guidance and support.”

Career Path Story: Richard Pallotto

Words of Wisdom

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

- Recognize that your good work is noticed by others.
- Look ahead to where you want to be; don't sell yourself short.
- Believe in yourself as your mentors believe in you.
- Apply when openings come up; don't hold yourself back!
- Face obstacles with less trepidation; count on yourself and those around you.

Richard's Personal Path

After completing a phlebotomy program at Stone Academy, Richard started as a part-time float with MedPath. When he noticed an opening for a full-time phlebotomist, he “decided to go for it” and applied. At that time, Michelle Berlepsch was his manager and mentor, someone he credits with making the team comfortable and confident in their work. Richard explains: “For a few years, I was a mobile phlebotomist, content with interacting with patients and doing draws. I didn't see myself as a Supervisor.” But Richard's new manager, Barbara Hubbard, pulled him aside and encouraged him to apply. She told him that he would be good for the department, adding, “You can do this easily, Rich.” Richard explains: “Barbara's belief in me was amazing. I talked with my wife about it, and I applied. When I got the supervisor job, Barbara took me under her wing and mentored me. Through all of this, Michelle Berlepsch continued to stay in touch; she was always there for me. The same is true of Susan Basile, a supportive mentor who was integral to who I am today.”

Of course, even with support, there were challenges. When Richard's number of direct reports more than doubled, his workload took a toll on his life outside of work. Achieving a balance became much more difficult. Richard explains: “That's when I learned how to tap into the support that is always there: from my manager, fellow supervisors, and especially my group leads, who were tremendous.”

Richard's satisfaction with his career path is matched by his pride in his company: “I can't say enough good things about our company. We have had our share of trials and tribulations, but we stand by Quest, because Quest has been so good to us.”