



### **Susan Basile**

Territory Manager  
Wallingford, CT  
North Region

### **Susan's Career Path**

1991 – P/T Clerk, Stat Lab/MetPath

1995 – Patient Services Admin

2003 – Patient Services Trainer and Supervisor

2004 – Project Specialist

2006 – Black Belt

2008 – Lease Administrator

2010 – Patient Services Territory Manager

Susan reminds us that the work we do matters: **“Never lose sight of the difference that you make in the lives of others. Make every moment and every encounter in your life matter, then put your head down and get things done!”**

## **Career Path Story: Susan Basile**

### **Words of Wisdom**

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

- Find your work-life balance. Try not to miss out on what matters.
- Listen to others when they see potential in you.
- Say “yes.” Don’t allow fear to stand in the way of taking a risk.
- Be willing to work with others, to collaborate, to reach agreement, and to seek solutions.

### **Susan's Personal Path**

In 1991, with her daughter in nursery school, Susan reentered the workforce doing administrative work two hours a day for a recently acquired STAT lab. “With Carolyn Fitzgerald and Carmen Fresa teaching me everything I needed to know about the lab business, it wasn’t long before I was working full time.” On the day the lab closed, Susan received a call from a recruiter and landed an administrative job the main lab.

Susan was launched on a path which would eventually take her to a leadership role. “My role morphed over time, and I’ve had many titles over the years. Dot Burts and Todd Raymond were very instrumental in my development. They saw that I had more to offer than I thought and they supported and mentored me in my growth.”

In 2006, Susan applied for the Black Belt position, a role that took her outside of Patient Services for the first time. Thereafter, Susan was asked to move into roles in lease administration and project management. In 2010, Susan applied for her current job as Territory Manager, a role that allows her to share what she has learned along the way. “I am so grateful to so many people in leadership roles who recognized my skills and potential, even when I didn’t. Dot Burts, in particular, taught me how to be a leader and how to remain calm in the midst of so much change.”

For Susan, it has been “a great ride” because she feels privileged to have worked with and learned from leaders such as Michelle Berlepsch, Mary Rose Walker, and Elaine Labrecque. With humility, Susan states, “I am an example of someone who eventually stepped out of a support role and developed the confidence to be a leader. It wasn’t always easy balancing the challenges of work and family. I learned how to make every moment count.” Susan adds: “There are two keys to progressing in life and work. First, remember that we are professionals with a purpose. What we do matters, including the tasks we do repeatedly, day after day. Second, don’t forget to stop along the way to take time for the things that matter most to you.”