

**Timothy Evans**

Supervisor
New London, CT
North Region

Timothy's Career Path

1987 – PSR I

1998 – Group Lead

2002 – Supervisor

Career Path Story: Timothy Evans**Words of Wisdom**

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

- Be a sponge; learn everything you can.
- Be willing to do anything and everything.
- Understand that, when you go the extra mile, you will be noticed.
- Be patient. Positions eventually open up, so stay the course.
- Adapt to change as the company changes.

Timothy's Personal Path

Tim grew up in Wales and started as a pre-med major at the University of Wales. He switched tracks, graduated with a BA in business, and then worked as an operating room technician in England. After marrying his American wife, Tim relocated to the United States in 1980. By 1987, Tim was working for Quest as a part-time PSR, then moved to full time when an opening became available. Tim explains what the role entailed so many years ago: "I was on the road each morning at 5:00 a.m., doing house calls and visiting nursing homes. Then, by 8:00 AM, I was opening up the one-person Patient Service Center for the day." In 1998, Tim applied for a group lead position and was hired by Michelle Berlepsch. Tim credits Michelle with encouraging him on his career path. He adds: "Michelle was very exacting and very focused. We complemented one another and were a very good team." In 2002, Tim applied for a supervisor position and was offered the job by Dot Burts.

With nearly thirty years' tenure, Tim has seen many changes in the healthcare industry and at Quest. Tim remembers a time when the PSC was "pre-cell phone and pre-computer." He says: "We used paper, pens, and pagers. Technology has changed how we work, and the role of the PSR has become much broader. The patient is still at the heart of what we do, but we also collect payment from patients, help our patients adapt to change, and ensure that we are doing everything we can to support our company."

Tim is the first to acknowledge that, as an employee, you may not agree with every change, and your tendency may be to automatically resist. However, Tim cautions that learning to change with change is essential. "Otherwise, you run the risk of being left behind."

Besides Michelle Berlepsch and Dot Burts, Tim cites Susan Basile, his current manager, for her leadership and the long history they share.

Change is a part of life; be willing to be part of the change in your career: **"When it comes to your career, you can't sit back. Do something to get noticed, and, if someone says, "Jump," ask "How high?"**