



Kari Santos
Supervisor
Miami, FL
Southeast Region

Kari's Career Path
2004 – Temporary PSR
2004 – PSR I
2009 – Site Lead
2010 – Group Lead
2012 – Administrative Assistant
2014 – Supervisor

Kari's career path demonstrates that every role in the company is a learning opportunity: **“Moving from direct patient care to being a group lead, then an administrative assistant, gave me a balanced view of the work we do and how we operate as a company.”**

Career Path Story: **Kari Santos**

Words of Wisdom

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

- Focus on creating your future now; don't wait.
- Pursue higher education early in your career, because it will prepare you for more opportunities.
- If you see an opportunity, go for it.
- If you feel discouraged because you aren't selected for an opening, remember that another door will open.
- Stay positive; strive for what you want.

Kari's Personal Path

A native of the US Virgin Islands, Kari moved back home after completing a phlebotomy program in 2003. While in the Virgin Islands, she volunteered in a hospital and worked in a clinical lab as a lab technician. With a move back to Florida in 2004, Kari started with Quest as a temp, then became a full-time PSR I and worked under Lisa Simpson.

A 2008 move to South Florida initiated a period of change and opportunity for Kari. Julie Johnson, Kari's first supervisor, truly shaped Kari's career by believing in her and giving her her first opportunity with Quest.

In 2009, Kari gave birth to her daughter and was promoted to site lead. Kari explains: “I saw opportunity all around me. I am a go-getter, and I like to push myself. With that in mind, I applied for and became a group lead in 2010. My two years as a group lead in a highly diverse, multi-cultural setting built my backbone and prepared me mentally and physically to become a frontline leader. The tools we have now—QOM, mentoring, Everyday Excellence—we didn't have when I was a group lead. It was a different time.”

There was more growth in store for Kari in 2012, when she realized that it was time for a change. “There was an administrative position open, and I went for it. It was a huge change and it wasn't easy, but I took courses to help me succeed in this new and very different role. I understood the frontline, but little did I know that this position would allow me to learn about how our company operates from the inside. The insights I gained into the financial side of running a successful company were enormous.”

In 2014, Kari stepped up again, this time into the role of supervisor, supporting forty employees and seven Patient Service Centers. Kari speaks with pride about her current role: “Through a QOM pilot, I am experimenting with a fresh, new way to provide work-life balance to my PSRs.” In the meanwhile, with the encouragement of her manager Vicky Guidi, Kari has returned to school to pursue her bachelor's degree in business management.