



Tammy Thomas
Trainer
Jacksonville, FL
Southeast Region

Tammy's Career Path
2003 – PSR I
2005 – Float
2006 – Group Lead
2011 – Trainer

Tammy is always looking forward and loves growing in the company. **“I don't like being stagnant. If I'm not challenged anymore, I need something else. I wanted to do something greater than I was doing at the time, so I worked hard. I was a team player, sharing what I knew. My work and integrity spoke for themselves.”**

Career Path Story: **Tammy Thomas**

Words of Wisdom

Looking back on her career path, Tammy has these insights to share with you:

- Understand your job function and ask, “What can I do to impact people and the company?”
- Stay professional, no matter what is happening personally or on the job. We don't know what bad news that patient just heard before they saw us. Your smile may make their day.
- If you do a good job, your work and integrity will speak for themselves.
- If you desire to grow in the company, tell your group lead or supervisor. Let them know how they can help you grow.

Tammy's Personal Path

Tammy became a nurse after caring for her sick uncle and realizing her passion to care for others. This same passion also inspired her to become an ordained minister. She drew blood in an ICU and loved it. “In phlebotomy, I engaged with patients in a way I couldn't in the ICU.”

She was hired at Quest on contract, and, after three months, her supervisors bought her contract. Four months later, she ran a PSC and then went on to work as a float. When she worked as a float, clients would call and ask for her because they loved her attitude and work ethic.

Being a group lead was challenging. “I learned that I didn't know how to delegate. I thought I was responsible for everything, but I learned to incorporate others and unite as one team to meet our goal.” Now when a team isn't functioning, Tammy is sent in to help them communicate.

Tammy told her manager, Tom Wojnowicz, that she wanted to grow in the company. Tom said to interview for positions just to get the exposure she needed to grow. “I interviewed to be a supervisor twice and learned both times. I didn't understand metrics or score cards, so I learned, and I realized I wanted to be a trainer instead.”

Tammy loves meeting new people, fixing problems, and finding ways to make the modules feel real. “I love to go into a location that isn't producing or exemplifying Everyday Excellence and help them communicate, be positive, and represent themselves professionally.”

Tammy is proud of her journey. “I say, ‘Wow, look how far I've come.’ But then I ask, ‘What's next?’ because I love challenges. Quest is constantly evolving, and Florida is always piloting new things. It's great because there is always something to learn.”