



**Zealia Timlet**  
Supervisor  
Greenville, NC  
Southeast Region

**Zealia's Career Path**

- 2001 – PSR I
- 2006 – Group Lead
- 2009 – Training Specialist
- 2011 – Supervisor

Zealia encourages you to see the opportunities around you:  
**“People say there is no room for advancement within our company, but that couldn't be further from the truth. Your career success is up to you. You will get out of your career what you put into it.”**

## Career Path Story: Zealia Timlet

### Words of Wisdom

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

- Don't doubt yourself or put limits on your potential.
- Don't get comfortable in your current position; challenge yourself to look beyond where you are now.
- Remember that on-the-job knowledge, experience and a strong work ethic go a long way toward creating your success.

### Zealia's Personal Path

Zealia joined Quest as a PSR I and working at a Patient Service Center in Fayetteville, NC. At the request of a client, Zealia transferred to an IOP account three months later. After her husband accepted a job in Cary, NC, Zealia transferred to another IOP account, adding “Thank goodness we have locations pretty much everywhere because I was quite content staying where I was.” But Zealia's husband and Quest leaders saw more for Zealia than mere contentment. They saw potential.

Zealia applied for and was offered a position as a group lead where she discovered that she liked the training duties that came along with it. With that insight in mind, Zealia applied for a position as a training specialist. She notes: “I accepted this position because I wanted a change of pace. I wanted to train and implement new procedures and initiatives within Patient Services. Once I recovered from my fear of public speaking, I loved being one of three trainers from the South Region to train our new hires at Phlebotomy Academy at the Tucker lab in Georgia. One of the accomplishments I am most proud of is that we restructured the new hire orientation which is still being used today.

As much as Zealia relished her training role, she was up for a new challenge in 2011 when she applied for and was offered a role as a Patient Services supervisor. Today, Zealia, who was very content as a PSR I a decade ago, has 36 direct reports and oversees 32 IOP accounts. Learning to manage direct reports in a large, complex geographical area was a new challenge to embrace. Reflecting on this accomplishment, Zealia says “This is a position where you are always learning. There is never an opportunity to be bored.” In a recent team meeting, Zealia shared with her team how she advanced within the company and how each one of them can do the same.

Besides her husband who inspired and encouraged Zealia to get out of her comfort zone, Zealia credits Lesley R. Hudson for believing in her, Jeanne Mielke for one-on-one training and insight into corporate life, Debra P. Duncan for her great advice and ready solutions, and Gwen Lawrence who is always ready to help when needed.