

Charlie  
is there.



“Every interaction is an opportunity to make a difference.”

Read more stories at  
[EmployerSolutions.com/WereThere](https://EmployerSolutions.com/WereThere)

I began my career on the frontlines of Quest Diagnostics as a phlebotomist, so I truly recognize the significance of the experience we create. Day in and day out, our employees work hard to take care of our customers. Every interaction is an opportunity to respond with a willingness to listen, solve problems, exceed expectations, and make a difference.

Going above and beyond is what we do every day. In cases where a request seems nearly impossible or outside the norm, our team will rally together, strategize, and take extreme measures to achieve successes that are nothing short of amazing. It's that culture of stand-out service that creates lifelong relationships with customers and employees.

Charlie Sullivan

Director, Collection Services and Vendor Payment  
Quest Diagnostics Employer Solutions