

# Employee Spotlight

## Jacqlyn Sams

**Title: Lab Tech I  
Employee Since: 2018**

**We are celebrating 40 years of personalized service and improving animal health. This milestone could not have been reached without the hard work of our extraordinary team of scientists and support personnel. We are putting the spotlight on various members of our team throughout our celebration of this 40-year milestone.**

### **What made you apply at VMRD?**

I am passionate about science and I love animals; when I saw VMRD had an opening, I was so excited to work in a place that not only provides a service that I believe is important, but also was a fantastic opportunity to delve deeper into a scientific field.

### **Do you remember your first day?**

Oh, yes. First, I was whisked away to take the safety tour, as we do with all new hires, and then spent the rest of my day learning about production processes. And although it wasn't the most eventful day, I distinctly remember just how warm and welcoming everyone was to me, and how absolutely shy I felt to be in the presence of such intelligent and kind people. I also remember being extremely confused by all the abbreviations and lot numbers that everyone used in everyday speech; looking back now, it's funny because what used to be so intimidating is now just my "business as usual."

### **What is your role and background?**

#### **How has your job changed over the years?**

I am a Production Technician; most of my job involves all facets of veterinary kit production, from making and testing the components to printing the labels that go on the box. Over the years, I've embraced much more responsibility than when I first started. In the beginning, I mainly did dishes and worked on small projects, and now, I make my own kits for sale!

#### **If you could switch your job with anyone else within VMRD, whose job would you want?**

Honestly, I love my job and wouldn't really want to trade with anyone. But if I had to choose, I would probably switch with someone in Finance, as I like to do math and I think that knowing how to budget for a business is a practical skill.

### **What has been your biggest achievement/success?**

Thus far in my career here, my biggest success is probably when I was promoted to Lab Technician. I was given more responsibilities, more trust, and more opportunities to grow as both a leader and a scientist. I look forward to the future, in which I will hopefully become an official Lab Scientist someday!

### **What has been your biggest "lesson learned"?**

Keep track of labels like your life depends on it! When multiple people work on the same project, things like label accountability can slip through the cracks; after hours of heartache, headache, and the occasional dumpster dive, I've learned to watch the labeling process like a hawk and regularly check in on anyone handling any labels.

### **What advice would you give to new hires?**

Follow the SOP, and do not be afraid to ask questions, even if they seem obvious. It's much better to feel like you're making a fool of yourself by asking a simple question now than it is to actually make a fool of yourself when the numbers don't add up later on. Also, use the "chocolate milk" setting instead of the "hot chocolate" setting on the coffee machine; the former uses milk as its diluent while the latter just uses water.

### **What is your favorite part of your job?**

#### **What excites you the most?**

I have a lot of favorite parts of my job, and for different reasons. I love making kits, because getting to mix chemicals and components the way I do is every 9-year-old's dream scientist job. I love testing our kits, because the color changes are fun to watch and the data analysis makes me feel smart. I even love the monotonous, repetitive tasks, like labelling thousands of pouches at a time or packaging hundreds of components in one go, because the people I work with are so much fun and make the day go by so much faster. And even when I'm working on these tasks on my own I get to listen to my audiobooks, so I still enjoy myself!



### **What is your favorite VMRD memory?**

The day I discovered you can make a London Fog using the coffee machine :D I am also quite fond of the day the Production department took a river boat tour for our fun day; nothing brings me joy quite like the memory of TJ & John picking people up and throwing them in the river.

### **What is one thing you wish you knew before starting at VMRD?**

I wish I knew just how nice people here are; I was so shy for the first year (or two) of my employment, I really wish I had opened up more and had sooner developed the friendships that I have now. .

### **How would you describe the company culture?**

Friendly, relaxed, and dedicated to the work. People here really care about what they do, and they genuinely care about their fellow human beings, too.

### **What do you hope to see for VMRD in the future?**

I would like to see VMRD make products for companion animals and expand further internationally.