

A DAY IN THE LIFE OF...

Helen Tucker



I am the **Managed Services Contracts Manager** at Thermo Fisher Scientific.

I work with **NHS trusts, primary contractors** and our internal sales teams to drive business by assisting customers with innovative solutions to help improve patient outcomes.



My first task when I arrive is... to work through my emails and update my “to-do list”, or I’m jumping straight into my **car** and heading out for customer meetings.

One of the biggest challenges I face is... keeping the momentum going in the managed service process internally, where the involvement of multiple businesses and people needs a lot of coordination and control.

My favourite thing about my job is... success, of course, I’m in sales. But also knowing that we have a great range of products and services that can make a real difference in the **laboratory**.

The thing that makes my job unique is... having sole responsibility for managed services across the whole of Thermo Fisher Scientific in the UK. Many customers are surprised to find how much more there is to Thermo Fisher Scientific.

My route into the role involved... starting out as a Junior B MLSO in Morbid Anatomy at King’s College Hospital in 1981. I completed my Fellowship in 1985 and became a Senior MLSO. In 1988, I moved into the commercial world with Shandon Scientific. The company has evolved hugely over the years to become Thermo Fisher Scientific, and I have held a number of sales management roles over the years.



It's exciting to know we have new, game-changing products in the pipeline



My typical lunch is... a sandwich if I’m working from my office. If I’m out on the road, I grab something from the services, even the occasional **McDonald’s**.



My job fits into the wider healthcare context... by helping our customers find solutions to their everyday challenges in the laboratory. But also, because Thermo Fisher Scientific invests heavily in research and development, it’s exciting to know that we have new, game-changing products in the pipeline that will make a real difference to patients in the future.

If I get a few spare minutes then I... will read the newspaper or get googling to plan my next **holiday**.

I feel like I’ve had a good day when... My “to-do list” is shorter than at the beginning of the day. When I’m with customers, it is seeing the light come on when they understand the full potential of Thermo Fisher Scientific as a partner. **BMS**

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