

Case study

Yana's story: From Assistant to Team Lead



Seven months from Assistant to Team Lead

Yana Coad joined Medsalv as a Remanufacturing Assistant. Seven months later, she stepped up to Team Lead.

The role covers production planning, operational planning, overseeing cataloguing of collections, ensuring inspections are up to scratch, customer engagement, and logistics. She now leads a team of up to ten people at a time.

Her story

Yana's career path before Medsalv wasn't linear. She spent years as a caregiver – for her mother as a teenager, then her grandmother. She was repeatedly passed over for management roles.

"No one was willing to give me that chance," she says. She was underemployed, managing hypermobility, carpal tunnel, anxiety and panic attacks.

Renee Zebic, Medsalv's Remanufacturing Manager for Australia, mentored Yana through the move into Team Lead. Renee "took me under her wing," Yana says, and helped her "significantly grow" – particularly through coaching on difficult conversations. When Yana needed mental health days or time off for family stress, the team made room for it.

Yana calls her resilience her "secret weapon." She started on the floor and knows plant operations end to end, which is how she leads.



More than 40% of Medsalv's staff have overcome some form of barrier to employment to join our team; responsible for every remanufactured device purchased from Medsalv.

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"This is hopefully going to be my long, long time job."

YANA COAD, REMANUFACTURING TEAM LEADER, MEDSALV

