

Honoring the Careers of Shannon Miller & Joni Stewart:

A Celebration of Dedication and Connection at Midwest Veterinary Supply

As Midwest Veterinary Supply ushers in a new year, it also bids farewell to two extraordinary team members. Shannon Miller and Joni Stewart, whose careers have been defined by innovation and relationship-building, are stepping into well-deserved retirements. Their stories highlight the importance of exceptional customer service, meaningful connections, resilience, and dedication—qualities that have shaped both their careers and the lives of those they served.

Shannon Miller:

A Pioneer in Remote Work and a Champion of Relationships

Shannon Miller began her journey in the veterinary industry in 1987, bringing nearly a decade of experience when she joined Midwest Veterinary Supply in October 1996. Stepping into a remote role at a time when working from home was a rarity, Shannon faced unique challenges, but her adaptability and drive made her a trailblazer in the field.

"It was terrifying at first," Shannon shared. "It was all on me to make it or break it. But after about four months, it all clicked, and I've been busy ever since."

Shannon credits Midwest's culture of trust for her success. "They never micromanaged. That was the key. They turned us loose and, within reason, let us think for ourselves," she explained. "I always wanted to hit my goals and do my best for the team."

Her determination and personal approach to client relationships became her hallmark. "I am a perfectionist. I hate to make a mistake, absolutely hate it, and I love to win," she said.



Shannon Miller, Inside Sales Representative

This drive to succeed also shaped the way she connected with her clients. "I always say, I hope I'm keeping the lights turned on with the sales I generate. I want my clients to know I appreciate them."

Shannon fondly recalls forming bonds with clinics across Indiana, even stopping by during vacations or baking angel food cakes for her clients. "When I started, we used microfiche and ginormous books to look things up. Now, it's all digital. You have to evolve," she shared, reflecting on how the industry has changed over the years.

For John from Animal Medical Clinic in Dubois County, Shannon's dedication was transformative. "I've worked with her for 27 years. It's amazing what she knows and what she has taught me. I don't know how we're going to do it without her. She is a huge asset, and it speaks volumes of what we have accomplished here because of her expertise."

Dr. Kennedy from Hilltop Veterinary echoes this sentiment: "She is irreplaceable. I talk with her five times a week. She knows what I'm thinking and how to help. In a world where you do everything online, Shannon reminded us that relationships matter, and everything else falls into place after that. She deserves a long, healthy retirement."

Dr. William Doig of William Doig Veterinary Clinic summed it up: "She is the greatest, and excels at customer service. She doesn't stop until she gets it figured out. She always has the answer. She's on our side. She's always there for you. We're going to miss her. I am happy for her, but unhappy for us."

As Shannon looks ahead to the next phase of her life, she's excited to spend more time with her goats, cattle, and chickens. But leaving her clients and the connections she's built will be the hardest part. As she wraps up her last official day on January 17th, she knows that she will miss the conversations and the learning, acknowledging that the door closing will be tough.

Joni Stewart:

The Smile You Can Hear, A Career Defined by Dedication

Joni Stewart began her career at Midwest Veterinary Supply in October 1994, finding a fresh start after leaving behind a mixed-animal practice role. "I started on October 31, 1994. A former coworker kept saying, 'You need to come to Midwest,' so I did. I was ready for something different," Joni shared.



Joni Stewart, Inside Sales Representative

That leap turned into a 30-year career defined by her expertise and the lasting relationships she built. "Some of my customers, I've spoken with them for 30 years. They're friends now. It's more than just work," she said.

"What I've loved most is being able to share knowledge with my accounts," Joni explained. "Even for products I don't directly sell, I want to be someone they can rely on. I think that trust is what sets Midwest apart."

Her clients remember her not only for her professionalism but also for her warmth and humor. "She is so wonderful," said Jerine from Farm & Pet Veterinary Clinic. "I can send her pictures of instruments I need, and she'll find them for me. She's so pleasant and has a great sense of humor. I talk with her nearly every day, and I'm going to miss her terribly."

Dr. Mike Kline of Woodland View Equine Service described Joni as "a true friend and a treasure." He added, "Her leaving is like losing a trusted friend. She always got the order right, and I have loyalty to Midwest because of her and Dan Trygg."

Reva from Wheelersburg Animal Hospital summed it up beautifully: "She is a ray of sunshine, and it shows in her voice. There are just not enough words to describe how much she means to us, to Midwest, and to everyone she meets. She has worked tirelessly on behalf of our practice. She's a blessing to everyone, and she has blessed my life."

Joni also embraced the rapid changes in the industry, from paper price books to digital systems. "Midwest is unique because we build direct relationships with our accounts," she explained. "It's not just about answering a phone—it's about knowing the people you work with."

As Joni prepares for her January 3rd retirement, she looks forward to spending more time with her husband and their animals on their 20-acre property, as well as volunteering and camping. Still, leaving behind the relationships she's built won't be easy. "The connections I've made here have meant so much," she shared. "That's what I'll miss most."

A Future Inspired by Connection and Care

Shannon Miller and Joni Stewart's stories highlight the power of relationships in creating a lasting impact. Their service to their clients and colleagues has shaped Midwest Veterinary Supply's legacy and reinforced the company's reputation for excellence and care.

Their clients' testimonials speak volumes about the lives they touched. These are not just stories of professional achievement—they are testaments to lives lived with purpose and heart.

As they move on to this exciting new chapter of their lives, Shannon and Joni leave behind a legacy of inspiration, connection, and excellence. Their contributions will continue to shape Midwest Veterinary Supply, serving as a reminder of the profound impact of genuine relationships. Here's to a future filled with joy, adventure, and well-deserved rest.

