

Interview

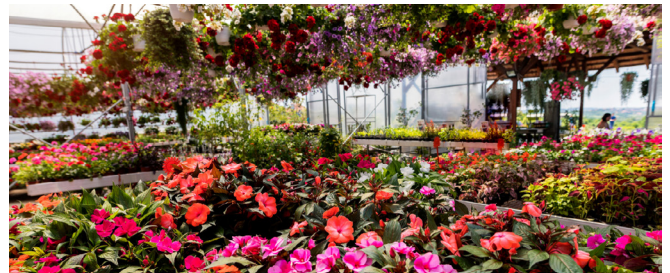
RxSource's inspirational women: **Let's get to know Iris Lai, Associate Director – Project Management**



As we approach International Women's Day in March, we have taken the opportunity to sit down with our own inspirational women to get to know them a little better. In this blog, we have sat down with Iris Lai, Associate director – Project Management to learn more about her journey to where she is today. We hope you enjoy learning about Iris as much as we did.

What was your very first job role?

I was a cashier at a garden center/nursery in Markham, Ontario.



What was the key driving factor that made you want to work within the Pharmaceutical Industry?

For as long as I can remember, my mom has worked as an office manager at a doctor's clinic since we immigrated to Canada from Hong Kong back in the 90s. I spent countless hours at the clinic, waiting for her to finish work. At every opportunity, I wanted to be mom's little helper; I would put files away, make photocopies, reorganize stationary, and greet and direct patients to the right room when it was their turn to see the doctor. Witnessing my mom's compassion, her efforts to get to know every single one of the patients who walked through the door, and her commitment to making sure they each felt like their medical needs were addressed really sparked my passion to follow in her footsteps and help patients, in any way I can.

What is it that you do in your current role?

I oversee and support the global Project Management Team and am responsible for client service initiatives within RxSource. Every day is different and fulfilling; my primary responsibility is to help minimize obstacles and barriers that may affect my department's ability to deliver exceptional and collaborative work for our clients. I participate in strategic initiatives such as continuous improvement projects, business growth opportunities, and resource management. I provide guidance, support, and appreciation to my team in their personal and professional growth within the department and organization.

Tell us a little more about your journey to your current job role?

I graduated from University with a Finance and Business Administration BA. I landed a short-lived internship as a Market Research Assistant at an international advertising agency, crunching data for a Detroit car maker, but I quickly realized it was not for me. After finishing my internship, I applied for a Sales Coordinator role 11 years ago at RxSource and haven't looked back since!

What do you like most about what you do?

Throughout my career at RxSource, I've developed lifelong friendships and strong, trust-filled, collaborative connections with my colleagues and peers. Everyone has the same goal in mind: to improve the lives of patients. It is from these connections and the values that we share that I know as a team, we can overcome and achieve anything we set our minds to. It's knowing that, in some small way, I am touching the lives of so many people and playing a small yet crucial part in making this world a better place. It is rewarding when we execute a project successfully, however, it is appreciating the journey and obstacles we got past together as a team that I hold as the true accomplishment in my role.

What do you like to do in your spare time?

In my spare time, I paint with watercolors, read fantasy and romantic fiction novels, and binge-watch TV shows (currently watching Succession and re-watching Game of Thrones). My husband and I enjoy obedience, tricks, and scent work training with our one-year-old puppy, Tokyo. I am a major foodie, though not a good cook, and travel whenever our schedule allows.



If you could give your younger self any advice, what would it be?

Success is not necessarily defined by money or status but by how many people you've impacted and how fulfilled you feel with your decisions in life.

People may be on a different wave, but we are all a part of the same ocean.



Is there any advice you would give someone looking to progress their career in this industry?

The most valuable education one will receive is learning on the job and from other's firsthand experiences and the obstacles they've been through to be successful in their role. Never stop asking questions, get curious, and remember that there is always something new to learn every day.

Iris Lai: Associate Director – Project Management

12 years+
Industry
Experience

12 years +
with
RxSource

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