

# Karen Ng, PharmD

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## Summary

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Self-driven Medical Affairs Pharmacy Resident with customer-facing and relationship-building experiences seeking a role as a Medical Science Liaison. Demonstrated success in presenting at international research conferences, project leadership, science writing, and digital innovation.

## Skills

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- Proficient in delivering scientific presentations to various stakeholders.
- Adept at using behavioral science principles to enhance interactions, build relationships, and achieve shared goals.
- Experienced in program development, launch, and management.
- Comprehensive understanding of Canadian Pharmacotherapy guidelines for various health conditions.

## Working Experiences

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### Medical Affairs Resident - LEO Pharma @ Toronto, Ontario

Sep 2021 - Oct 2022

#### Medical Strategy and Cross-functional Collaboration

- [Developed a Semantic AI tool](#) for the Medical Affairs team in effectively utilizing the Medical Information (MI) Database which:
  - Reduced weekly workload by 5 hours through improving efficiency in MI case handling.
  - Implemented timely medical strategies through data visualization of marketed product inquiries by monitoring geographical trends, and physician specialties.
  - Monitored the impact of business decisions through semantic analysis of unsolicited feedback.
  - Strengthened MSL engagement with physicians through identifying question trends.
  - Project presented to Global Medical Affairs Network and showcased at [AI in Medical Affairs](#) and [Medical Xcellence International Conference](#).

#### Key Opinion Leader Development and Other HCP Engagement

- Initialized analyses of HCP Spend Data, resulting in optimized field team deployment.
- Collaborated with the medical affairs team to improve educational workshop quality based on HCP feedback analysis.

#### Medical Education and Medical Information

- Ensured drug launch success by preparing standard MI request response templates.
- Contributed to the strategic planning and execution for a newly launched biologic product.
- Responded to clinical community MI requests in an accurate, fair, and balanced manner.
- Developed presentations and materials to disseminate scientific and clinical data.
- Maintained up-to-date knowledge of treatment landscapes through competitor analysis in journal clubs.

### Public Health Advisor - Canadian Red Cross @ Manitoba (Remote)

May 2021 - Sep 2021

- Quickly established rapport with COVID-19 patients, enabling efficient tracing of close contacts.
- Assisted with symptom management inquiries and effectively communicated scientific information about COVID-19.

### Communication and Development Liaison - URNCST Journal @ Toronto (Hybrid)

May 2016 - Feb 2018

- Strengthened Community Ties: Established trustworthy relationships with the journal's community and researchers, leading to a 200% surge in submissions in the first year

## Medical Information - Hospital Pharmacy Intern @ Toronto, Ontario

May 2015 - Feb 2020

- Undertook clinical training in various outpatient pharmacy and hospital departments.
- Conducted over 10+ "Lunch & Learn" sessions for HCPs, delivering presentations on a variety of pharmaceutical topics.
- Contributed to the hospital's drug formulary committee through active participation.

## Leadership and Project Management

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### Founder of Toronto Multicultural Youth Council (TMYC) - @ Toronto, Ontario

May 2008 - Feb 2021

- Engaged with communities, community organizations, and service providers to assess the needs of the immigrant community and create innovative, accessible, and effective service solutions.
- Developed a strong network of corporate sponsors for annual events by providing volunteer training and guidance on messaging that aligned with the council's objectives. This resulted in:
  - [Consistent support for 15 children](#) at World Vision for 10 years.
  - [Awarded from the Royal Commonwealth Society](#) for the council's efforts in assisting over 100 immigrants settling in the Greater Toronto Area.

### Chair, Board Member at Laidlaw Foundation - @ Toronto, Ontario

Dec 2014 - Jun 2019

- Represented the agency in the community and in local spheres of influence.
- Contributed to the development of the council's 2019-2024 strategic plan and KPIs to align with long-term goals for staff performance tracking.
- Chaired the Youth-Led Community Change (YLCC) program, [leading a team of 12](#) for two years in the budget management of the \$800,000 CAD program. This resulted in identifying new investments in grassroots initiatives that aligned with the Foundation's vision.
  - Conducted research and analysis of grassroots projects, evaluating the feasibility of innovative strategies to address gaps in community services.

## Education

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### University of Toronto Doctor of Pharmacy - PharmD

Sept 2015 - Jun 2020

- Awarded Frank Kwiecien Memorial Scholarship for exceptional vision and outstanding leadership in profession

### York University

Sept 2010 - Jun 2015

#### Honors Bachelor of Science with Minor in Biophysics

- Independent Research Project in Collaboration with Keenan Research Centre for Biomedical Science on Effects of Mild Traumatic Brain Concussions on Adolescent Youth 2012-2015
- Research at York Award Recipient (Sponsored by NSERC) in Department of [Biophysics](#) 2011-2013
- Research student at Institute of Kidney Lifescience Technologies 2010-2011

## Certifications

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- PAAB Training 2.0, Pharmaceutical Advertising Advisory Board Jan 2022
- Innovative Medicines Canada- Competition Guidelines, Vendor Credentialing, Ethical Practice Oct 2021
- Behavioural Economics Bootcamp Certificate, Irrational Labs Jan 2021
- University of Toronto Health Mentor Facilitator Program Certification Oct 2019