



Cheryl Lai

Operations Manager, Sydney, Australia.



Cheryl's career path



February 2016
Regional Trial Manager
Oncology, Endocrine,
Cardiovascular



August 2017
Operations Manager



June 2019
Operations Manager
2 clients

Cheryl joined the DOCS team at ICON in February 2016, having studied and received a Bachelor of Science degree, with a double major in Psychology and Pharmacology. She went on to spend five years at Eli Lilly starting out in data management and moving into pharmacovigilance. Her next step took her to Novo Nordisk where she stayed for nine years, working her way up from Clinical Research Associate to Regional Trial Manager, with responsibility for up to 20 countries.

After taking a brief career break Cheryl was looking for a new opportunity when she found an AsiaPac Trial Manager role at ICON. In this role she was dedicated to one client, a top global Pharma company, with responsibility for ten countries including China, South Korea, India, Australia and New Zealand.

After a year and a half in this role Cheryl had the opportunity to take a secondment into an Operations Manager role, which ultimately became a permanent role for her. As the Operations Manager, Cheryl has managed up to 15 line reports, based both in China and Australia, who manage trials across the AsiaPac region.

With the onboarding of a new client Cheryl has again stepped up and taken on responsibility for a second client with one CRA reporting into her on this programme so far.

“ICON is a great place to work, you get to experience the FSP model in the DOCS’ team, which is different to the traditional sense of outsourcing on a project basis. I’m working directly with clients in their business with the support and resources of a top global CRO. I’ve gained a different skillset, managing external stakeholders and dealing directly with challenges from my clients.

The people I get to work with are what make this a great career choice. My colleagues at ICON are supportive and collaborative. Management take feedback on board and act on it. You can see the changes and how they are improving the organisation. The team genuinely care and want to deliver a high quality service, and help you to do the same.”

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