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# **A DOSE OF AMBITION: BREAKING BARRIERS FOR PHARMACY TECHNICIANS**

Pharmacy Technician Society of  
Alberta 2025

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# PRESENTER/SPEAKER PERSONAL DISCLOSURE



Presenter's Name: **Fiona Lowe**



Relationships with commercial interests:  
Current Employee of **Hikma Canada Ltd**



Speaking Fees : I have received **no speaker's fee** for this learning activity

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# LEARNING OBJECTIVES



BY THE END OF THIS SESSION, ATTENDEES WILL:

## Recognize

Recognize the power of **networking** and **relationship-building** in creating new opportunities

## Understand

Understand how a **growth mindset** drives personal success, adaptability, and resilience

## Feel

Feel inspired to **pursue professional goals** and **explore non-traditional roles** that advance the pharmacy profession with passion and purpose

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In a **fixed mindset**, people believe their abilities are static. In a **growth mindset**, they believe abilities can be developed.

- Carol Dweck

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# LET'S GET PERSONAL FIRST



Located in Innerkip,  
Ontario

Live with my husband,  
Eric, and our dog (Loki)  
and two cats (Angus &  
Clementine)

Can you guess who the  
boss is?



Caregiver for my  
grandmother, who lives  
in a nursing home in  
Brantford



Love reading, music,  
and animals



Work hard at  
supporting a worldwide  
community of people  
with special needs dogs

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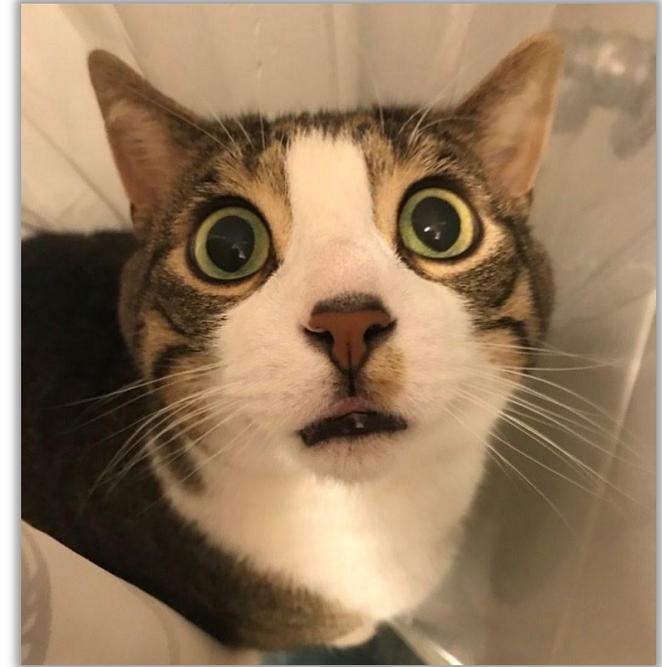
# LET'S GET PERSONAL FIRST



**CLEMENTIN  
E**



**LOK  
I**



**ANGUS**

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You are more than “just” a  
Technician

You are a **trusted professional**, a  
**problem solver**, and a **patient  
advocate**.

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# HOW DID I GET HERE?



Regulated  
Pharmacy  
Technicia  
n

Western  
University,  
Leadership

Injection  
Training

AND A  
WHOLE LOT  
OF HUSTLE!

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# WORKING CAREER

**Shoppers Drug Mart**  
2002 - 2003

## Pharmacy Technician

- LTC focus, education of compliance packaging

**St. Mary's General Hospital**  
2003 - 2014

## Registered Pharmacy Technician

- Assigned to Intensive Care
- Implemented Pyxis
- Managed Drug Shortage crisis (2012)
- Medication Safety Committee
- Technical duties (order entry, sterile compounding)

**Mohawk Medbuy Corporation**  
2014 - 2019

## Coordinator, Pharmacy Services

- RFP processes
- Prepare contract packages
- Safety initiative/scoring

**GS1**  
2019 - 2021

## Senior Manager, Industry Relations

- Manage working groups within the pharmacy and healthcare sectors
  - Education on barcoding guidance
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# WHERE AM I NOW?

**hikma.**

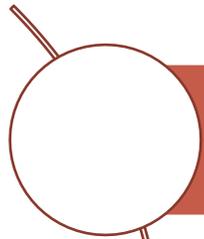
## **Head of Commercial** at Hikma Canada Ltd (2021–present)

- Lead marketing, sales, and analytics teams
- Manage national hospital/specialty partnerships
- Working closely with Health Canada on supporting drug shortages
- Setting and managing expectations internally and externally
- Creating partnerships that better patient care outcomes

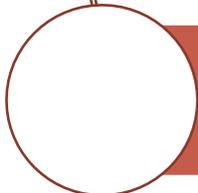
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# MILESTONES & ACHIEVEMENTS

## SHOPPER'S DRUG MART



Provided me with my **first real boost of confidence!**



Developed **public speaking skills** at nursing homes while learning to understand our most vulnerable patients — those who don't always have a voice.

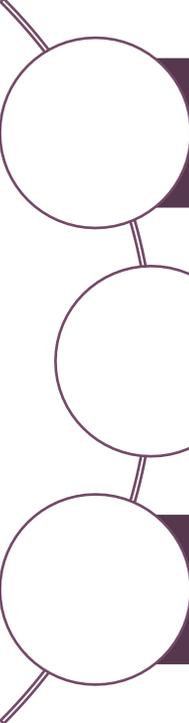


Sparked my passion for **collaborating** with other healthcare professionals and building meaningful connections with patients.

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# MILESTONES & ACHIEVEMENTS

## ST. MARY'S GENERAL HOSPITAL



Helped me realize I had truly chosen the **right career path!**

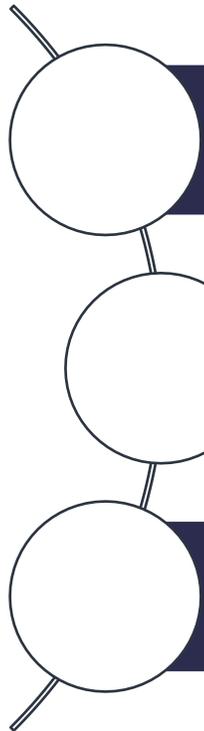
Made me feel like an important part of the **circle of care** through the new structure aligning technicians on inpatient units.

Gave me my **first real mentors** in the ICU — RNs and MDs who shaped my growth and taught me more in 10 years than I could have ever imagined!

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# MILESTONES & ACHIEVEMENTS

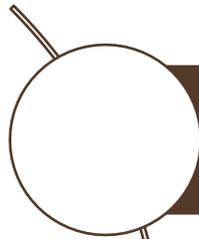
## MOHAWK MEDBUY CORPORATION

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- Allowed me to **apply the pearls of wisdom** I had gained from hospital experience directly into this role!
  - Showed me firsthand the true importance of **supply continuity** — and how drug shortages can have overwhelming and sometimes frightening ripple effects.
  - Introduced me to the **pharmacy industry and manufacturing challenges**, giving me a perspective I had never considered while working on the hospital front lines.

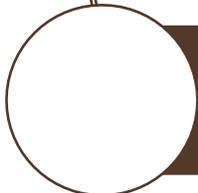
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# MILESTONES & ACHIEVEMENTS

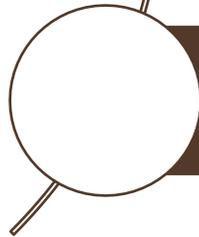
## GS1



Taught me an unforgettable lesson: **bananas require barcodes, but pharmaceuticals do not!**



Gave me another layer of learning through frequent **interactions with many different facets of pharmacy.**

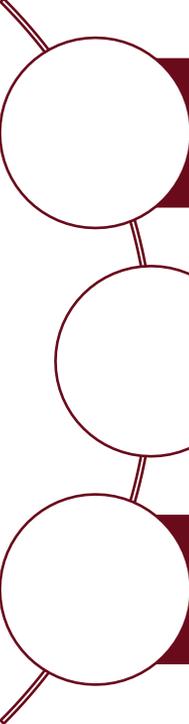


Showed me the true value of a **closed system** — how barcode capabilities add an essential step of safety.

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# MILESTONES & ACHIEVEMENTS

## HIKMA CANADA LTD



Gave me my **long-awaited “A-Ha!” moment** in my career.

Allowed me to **bring together lessons** learned from every role I held over the past 20 years.

Showed me that the perfect job isn't defined by the title — it's where **your skills truly feel home.**

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# KEY CAREER LEARNINGS?

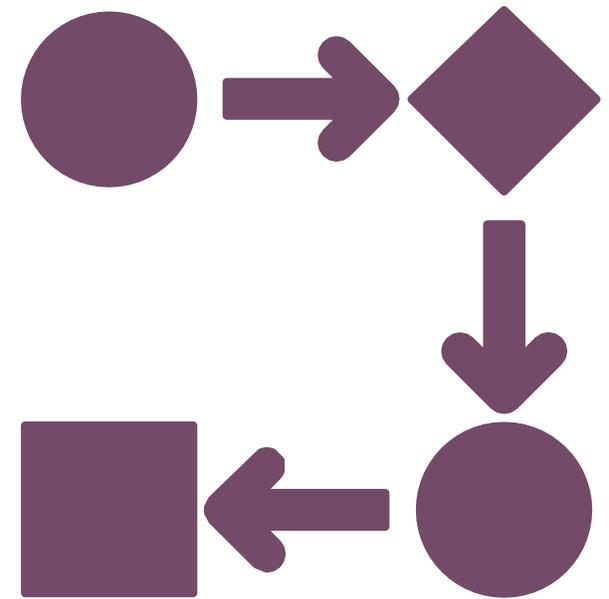
- **Everyone starts somewhere** — progress takes patience.
  - **Stay attentive** — learning opportunities are everywhere.
  - **Embrace challenges** — the biggest growth comes from taking leaps.
  - **Commit to lifelong learning** — never stop building new skills.
  - **Recognize your value** — your skills are in demand beyond pharmacy.
  - **Find a mentor** — their guidance is invaluable.
  - **Leadership is as much about listening** as it is about speaking.
  - **Take smart risks** — they often lead to the best rewards.
  - **Think strategically** — move beyond the tactical.
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# CONCLUSION

- **Career growth is about ownership:** own your strengths, your ambitions, and the value you bring.
- Don't wait for a promotion—**prepare for it.**
- Your current role is a launch pad, not a ceiling.  
**Every skill and challenge fuels your next big move!**



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# QUESTIONS & ANSWERS

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