

Associate Analyst

Job ID
REQ-10081616
Июн. 25, 2026
Индия

Сводка

Field Operations team provides analytics and insights that drive field excellence across clinical, medical and commercial for Novartis worldwide.

- Facilitate data enabled decision making and execution for Novartis internal business colleagues by providing techno-functional expertise in short-term and long-term sales operations and strategy.
- Contribute to customer engagement teams by involving in various initiatives like knowledge sharing, on-boarding and training support.
- Enable standardization of processes through building process documentation and timely maintenance of knowledge repositories.

About the Role

Major accountabilities:

- Create and deliver below customer requirements as per agreed SoWs (timeliness, accuracy, quality, etc) and drive excellent customer service Field Performance excellence (goal setting, incentive design & modelling, Incentive operations and reporting)Field Excellence reporting and insights
- Designs and/or maintains various technology based solutions that optimizes field excellence activities based on Country commercial excellence needs through varied variety of evolving infrastructure landscape including but not limited to Data ETL platforms (viz Javelin, SAS, PowerBI, Alteryx etc)Workflow management and automation tools (viz Sharepoint, MS PowerAps, RPA, etc)Reporting and visualization platforms (viz PowerBI, Tableau, Qlik, MicroStrategy, Foundry)Analytical platforms and methods (viz Excel, R, Python, Data Science, Machine learning)
- Deliver services through structured project management approach with appropriate documentation and communication throughout the delivery of services
- Supports in creating and maintaining standard operating procedures (SOPs), quality checklists that will enable excellent quality outputs for all outputs within the function
- Supports in developing and maintaining knowledge repositories that captures qualitative and quantitative reports of field excellence related trends across Novartis operating markets, etc
- Support team leaders in on-boarding of new associates within the organization
- Participate and contribute in various knowledge sharing sessions that enables growth and improves quality deliverables across the function
- Ensures exemplary communication with all stakeholders including internal associates, and clients through regular updates with focus on accomplishments, KPIs, best practices, staffing changes and key events
- Comply with all internal functional operating procedures like time tracking, KPI tracking and reporting, and other internal systems and processes
- Comply to all Novartis operating procedures as per legal / IT / HR requirements

Key performance indicators:

- **Business Results:**Quality KPI targets met as per business expectationsGood customer satisfaction scoresAll projects delivered as per customer expectations
- **Strategy/Customer Focus:**Drive design and enhancement of existing services / deliverablesInternal customer satisfaction with quality of services provided.
- **Capabilities & Expertize:**Learning agilityAbility to manage multiple stakeholdersProject Management and ability to delivery independently with less oversightPharmaceutical field excellence domain knowledge and experienceIntermediate-Advanced knowledge and expertise in any one or more of infrastructure areas: Data ETL platforms (viz Javelin, SQL, SAS, PowerBI, Alteryx etc)Workflow management and automation tools (viz Sharepoint, MS PowerAps, RPA, etc)Reporting platforms (viz PowerBI, Tableau, Qlik, Foundry)Analytical platforms and methods (Excel, R, Python)undefined
- **Soft Skills:**
 - Good presentation skills
 - Interpersonal and communication skills
 - Ability to operate effectively in an international matrix environment.
 - Strong stakeholder management skills
 - Strong team player who is dynamic and result oriented

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?
<https://www.novartis.com/about/strategy/people-and-culture>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

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Дивизион
International
Business Unit
Marketing
Место
Индия
Сайт
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
Маркетинг
Job Type
Full time

Employment Type

Regular

Shift Work

No

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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