

Patient Experience & Activation Analyst

Job ID

REQ-10086439

авг 24, 2026

Бразилия

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Сводка

-Provide analytics support to Novartis internal customers (CPOs & Regional marketing and sales teams) on various low-medium complexity analytical reports. -Support and facilitate data enabled decision making for Novartis internal customers by providing and communicating qualitative and quantitative analytics. -Support GBS -GCO business in building practice by involving in various initiatives like knowledge sharing, on-boarding and training support, support team lead in all business related tasks / activities, building process documentation and knowledge repositories -To be an integral part of a comprehensive design team responsible for designing promotional marketing materials.

About the Role

Major accountabilities:

- Create and deliver below customer requirements as per agreed SLAs -Deliver services through structured project management approach with appropriate documentation and communication throughout the delivery of services.
- Quality Assurance: Ensure deliverables for quality and accuracy are of the highest order.
- On-time project delivery within stipulated deadlines -Support in creation and maintenance of standard operating procedures (SOPs) -Support in developing and maintaining knowledge repositories that captures qualitative and quantitative reports.
- Participate in various knowledge sharing sessions.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.
- Distribution of marketing samples (where applicable)

Key performance indicators:

- Good customer satisfaction scores - Ability to manage multiple stakeholders / projects - Delivery on time

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.

[Read our handbook \(PDF 30 MB\)](#)

Дивизион

International

Business Unit

Other

Место

Бразилия

Сайт

Santo Amaro

Company / Legal Entity

BR03 (FCRS = BR003) NOVARTIS BIOCIENTIAS S.A

Functional Area

Маркетинг

Job Type

Full time

Employment Type

Regular

Shift Work

No

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