

# Sr. Bus. Analyst DDIT US&I Patient

Job ID  
394316BR  
Jul 02, 2024  
Mexico

## Summary

-Contribute to improve local/simple business processes, products, services, and software through data analysis. -Engage with business representatives and support the appropriate TT teams and Functions to develop business requirements and deliver data-driven recommendations to improve efficiency and add value.

## About the Role

### Major accountabilities:

- Contribute to create -consistency and traceability between user requirements, functional specifications, and testing and validation.
- Support validation and testing as appropriate and ensure alignment to Security and Compliance policies and procedures within Service Delivery scope.
- Support with internal IT systems and documentation requirements, standards (including quality management and IT security), regulatory environments / requirements (if applicable), TT Service Portfolio and with industry standard methodologies in leveraging technologies for the business and taking advantage of reusable products, solutions and services wherever applicable.
- Develop business knowledge of patient support programs in US to suggest improvement and new solutions to improve patient experience and patient support center's efficiencies.
- Provide consulting to US Patient Support Program team during project implementation and ongoing services.

### Key performance indicators:

- Feedback on dedicated phases for Project execution (quality, time).
- Process efficiency (specific scope).
- Steady / Uninterrupted process flow (specific scope).
- Completeness and accuracy of Business Process Model (BPM) -local or non-complex processes.
- Business process documentation up to date (specific scope) .

### Minimum Requirements:

### Professional Experience:

- University degree in Informatics, Computer Sciences, business or similar OR relevant experience.
- 5 years working experience within using digital technology with Integration and data mapping.
- Multi-national global experience.
- Highly desirable Salesforce experience and IT Call center support experience.

- Pharmaceutical or Medical Industry experience is desirable.

**Skills:**

- Customer Relationship Management.
- Agile Project Management
- Interactions with senior management.
- Collaborating across boundaries.
- Ability to translate Business requirements into Technical solutions

**Languages :**

- English.

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Job Type

Full time

Employment Type

Regular

Shift Work

No

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