

Business Analytics Manager - NPS

Job ID

REQ-10014337

Jul 03, 2024

Mexico

Summary

Responsible for working in tandem with the US business and providing strategic/tactical support in analytics. Must have hands on analytical skills to support daily adhoc questions and help India offshore team with business updates

About the Role

Key responsibilities:

- Explore, develop, implement, and scale analytics solution that address patient needs. **Co-create** with key stakeholders to build partnerships & collaborations
- Understand and has experience with **Patient Level Data Analytics**, along with patient support and services knowledge is an advantage
- Responsible for supporting the day-to-day operations with analytics solutions to enable oversight and management of patient support programs
- Deliver operational metrics, KPIs and executive views, and oversee the development of business intelligence solutions that provides timely and accurate visibility into performance
- Support decision making via a disciplined, hypothesis-driven approach and shape the findings into leadership presentations highlighting key actions and recommendations
- Manage data vendor teams and analytics staff for timely delivery of reporting and analytics
- Strong **Project Management** skills for leading the delivery of multiple projects, ensuring delivery of efficient and high-quality deliverables. Develop and coordinate project plans across the requirement gathering, design, development, testing and deployment stages of a project to support the successful delivery of dashboards
- **Oversee coordination between the onshore and offshore teams** to ensure seamless communication and timely project delivery
- Work closely with the offshore team, fostering a collaborative environment and providing mentorship when necessary
- Functionally working with team of experts to incorporate industry leading best practices into services and solutions as well working with them to enable meticulous implementation strategic priorities
- Translate complex data insights into clear visuals and detailed reports for both technical and non-technical stakeholders
- Expertise in working **Proof of Concept/Prototype** development to pilot and pivot new capabilities
- Work in **collaboration** with cross-functional teams to maximize value
- Provide effective and timely responses to **ad hoc requests**
- Should have **agile mindset** to continuously improve and augment the solutions via different tools and technologies

Desirable requirements:

- Masters in life-sciences/ management/Statistics or Computer Science
- Strong technical and functional expertise in analytics, reporting and data visualizations
- Experience of 7+ years in pharma or industry with wide maturity of analytics and reporting
- Experience in **leading and delivering advanced analytics, reporting, and data management functions**, with specific emphasis on specialty pharmacy data sets and patients services preferred
- **Excellent written and oral communication skills**, including the ability to translate a complex reports and analysis into easy to understand presentations
- **ETL skills like excel anSQL(must have) and DataKU (good to have)** and Advanced dashboard development (**PowerBI, good to have**)
- Experience in working with country pharma offices and understands the patient landscape
- Experience in working with service based organizations with good exposure to consulting and decision making roles
- Ability to bridge the gap between the business team and tech. team by playing the analytics translator role
- Experience in understanding and designing wide variety of complex data models

- Expert understanding of enterprise standard platforms, tools and technologies
- Ability to motivate and inspire teams, individuals working on products and projects
- Passion and commitment to drive results through unbossed wow and growth mindset
- Strong communication skills with flexibility to adapt wow for different cultures
- Strong analytical thinking with problem solving approach
- Should have exposure to cross-functional/ cultural work environment
- Should be customer service oriented

Languages :

- English.

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>

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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.

Functional Area

Marketing
Job Type
Full time
Employment Type
Regular
Shift Work
No
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Novartis is committed to work with and provide 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 tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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