

# Business Analytics Manager - NPS

Job ID  
REQ-10014337  
Jul 03, 2024  
México

## Resumen

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.

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División

Operations

Business Unit

CTS

Ubicación

México

Sitio

INSURGENTES

Company / Legal Entity

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

Functional Area

Márketing  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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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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