

## Senior Analyst - Patient Support - Analytics

Job ID  
REQ-10045282

3月 31, 2025

India

### 摘要

A Senior Analyst, Patient Support is responsible for analyzing patient data and providing insights to optimize patient support programs within a healthcare organization, collaborating with cross-functional teams to ensure patients receive appropriate access and assistance with their medication, while adhering to compliance regulations; key duties include identifying trends, resolving complex patient issues, developing strategies to improve program effectiveness, and acting as a subject matter expert on patient support services.

### About the Role

#### Key Responsibilities:

- Explore, develop, implement, and scale analytical solutions that address customer needs.

- Strong analytical mindset with experience in handling projects independently
- 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
- Expertise in working Proof of Concept/Prototype development to pilot and pivot new capabilities
- Closely collaborate with business to drive BI best practices and build strong reporting/data visualization
- 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

Desired Requirements:

- Masters/ bachelor's in technology/ life-sciences/ management
- Experience in patient analytics and US pharma is a must.
- Strong technical and functional expertise in analytics
- Experience of 3-5 years in pharma or industry with wide maturity of analytics and reporting
- Experience in excel, PPT storyboard, SQL, Python/R, DataIKU
- Consulting, project management and storytelling skills

- Ability to bridge the gap between the business team and tech. team by playing the analytics translator role
- Ability to architect and design reporting solutions for broad business/client needs
- Experience with Agile ways of working/ Six Sigma Greenbelt certified
- 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.

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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部门  
US

Business Unit  
Innovative Medicines

地点  
India

站点  
Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Marketing

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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