

# Senior Analyst - Patient Support - Analytics

Job ID

REQ-10042621

Mar 03, 2025

India

## Summary

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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Division

US

Business Unit

Innovative Medicines

Location

India

Site

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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