

Senior Analyst, Master Data Management (MDM)

Job ID

REQ-10080151

Aug 03, 2026

LOC_IN

About the Role

Key Responsibilities:

- Deliver customer requirements as per agreed SLAs (timeliness, accuracy, quality, etc) and drive excellent customer service
- Monitor Master Data proactively and identify and address Data Quality Issues.
- Drives continuous improvement regarding Master Data Management Processes, Tools and Rules by aligning processes and business requirements.
- Perform resolution activities including manual if needed in the defined MDM system (Reltio/ Informatica/EBX) and other tools and conduct Data Health checks for specific master profile/accounts related issues, such as non-matches, close matches and other exceptions.
- Expertise in Affiliation analysis and building optimized frameworks for transformation
- Proactively identify data challenges and improve data quality.
- Deliver services through structured project management approach with appropriate documentation and communication throughout the delivery of services
- Create & maintain standard operating procedures (SOPs), quality checklists that will enable excellent quality outputs for all outputs within the function
- Maintain Master Data in appropriate systems and ensure consistency of data (Golden Record) in MDM system
- Proactively suggest match-merge rules to improve match candidates and also provide feedback on data quality issues to source system
- Triggers and Executes data management process training including on-site support.
- Supports corrective actions for data maintenance/cleaning.
- Adapts and Improves Master Data Model and Processes with focus on their integrity and consistency.
- Work with cross-functional teams to validate adherence to master data policies and communicate non-adherence where appropriate.
- Support IT & Team project managers in system or data/process change project triggered by IT Business Analysts or system users
- Triggers MDM related system / process / data integrity improvement projects
- Participate in various knowledge sharing sessions that enable growth and improves quality of CSP Hyderabad deliverables across the function
- Comply with all internal functional operating procedures like time tracking, KPI tracking and reporting, and other internal systems and processes
- Collaborate with the Team Lead/Manager and team members to support and ensure the flexible coordination of activities to deliver according to expectations (time and quality).
- Comply to all Novartis operating procedures as per legal / IT / HR requirements defined

Essential Requirements:

- Bachelor's degree in computer sciences / IT or other quantitative sciences
- Minimum 5+ years' experience in a Global company as a data steward, capable of working as individual contributor as well as maintain small team; Experience in working in Pharma / Life Science industry and US healthcare data is strongly preferred.
- Ability to write complex SQL queries.
- MDM Platforms: like Reltio, Informatica MDM, EBX, TIBCO

- ETL tools: Data IKU, Python.
- Data Warehouses: Snowflake, Databrick
- Business understanding of pharmaceutical industry and data standards. Domain experience in at least one of the following areas – a) Pharma R&D, b) Manufacturing, Procurement and Supply Chain and c) Marketing and Sales.
- Should have familiarity with the data and the business processes related to MDM solution; Implemented Data Quality framework for MDM processes
- Exposure of AI tools & use of AI in bringing efficiency to Data Stewardship processes while handling data and the Data Querying procedures
- Understand agile methodology. Hands on with JIRA, confluence etc., would be a preferred skill. Document user stories (JIRA) and refine with development team and ensuring the relevant technical stories are linked to ensure requirement traceability
- Should have strong documentation skills and experience with MS Word, power point, creating process flow etc., with highest standard and quality
- Should have prior experience working with cross functional teams, understanding the R&R and the delegated objectives

Commitment to Diversity and Inclusion:

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

Accessibility and accommodation:

Novartis is committed to working with and providing 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 diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here:

<https://www.novartis.com/about/strategy/people-and-culture>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook.

<https://www.novartis.com/careers/benefits-rewards>

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>.

Languages:

- English

Role Requirements

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_IU

Business Unit

General Management

Location
LOC_IN
Site
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
FCT_MM
Job Type
Full time
Employment Type
Regular
Shift Work
No

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