NOVARTIS

Customer Success - Content Enablement Platforms

Job ID
REQ-10086383
Aug 31, 2026
LOC_IN

About the Role

Location- Hybrid, Hyderabad.

Key Responsibilities:

- Drive adoption and value realization of Content Platforms across assigned regional markets.
- Identify adoption barriers and proactively resolve or escalate issues impacting platform usage.
- Align platform capabilities with local and regional business needs.
- Design and deliver regional training programs through live and virtual formats.
- Adapt training materials and learning content to meet regional and local requirements.
- Ensure users are effectively enabled to utilize platform features and capabilities.
- Execute regional change management plans and conduct change impact assessments.
- Lead communication, engagement, and adoption activities during platform enhancements and releases.
- Serve as the regional point of coordination for platform rollouts and change initiatives.
- Build strong relationships with regional business teams, market users, and platform leads.
- Collaborate with stakeholders across regions to drive alignment and adoption.
- Stay informed on industry best practices in change management, learning, and technology adoption.
- Continuously improve training effectiveness, user experience, and adoption strategies.

Essential Requirements:

- Bachelor's degree required; advanced degree in Business, Technology, or a related field preferred.
- Minimum 6+ years of experience in Change Management and Training Management, ideally within a product-focused environment.
- Excellent written and verbal communication skills in English.
- Fluency in a second language is mandatory (Spanish, Portuguese, German, French, Japanese, or Italian).
- Proven experience designing and delivering effective training programs for diverse audiences.
- Experience working with distributed teams across multiple regions and time zones.
- Strong stakeholder management, communication, organizational, and problem-solving skills.
- Ability to make decisions in fast-paced and ambiguous environments.
- Highly organized with strong attention to detail and execution discipline.
- Ability to operate independently with limited oversight while maintaining delivery excellence.
- Customer-focused, collaborative, and continuous improvement mindset.
- Willingness to support overlap with EMEA, LATAM, and APAC time zones as required.

Desirable Requirements:

- Experience supporting digital transformation, technology adoption, or platform enablement initiatives.
- Familiarity with content, marketing, or commercial platforms such as:
  - Wrike
  - Monday.com
  - ScreenDragon
  - Aprimo
  - Veeva PromoMats
  - Activator

    - Shaman
    - Veeva CRM
    - Salesforce Marketing Cloud
- Experience working in global, cross-cultural environments.
- Exposure to pharmaceutical, healthcare, or regulated industries.
- Change Management certification (e.g., Prosci, ADKAR, or equivalent).
- Strong change leadership and organizational influence capabilities.
- Demonstrated ability to drive continuous improvement and user adoption outcomes.

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: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: https://www.novartis.com/careers/benefits-rewards

Role Requirements

Division
DIV_IM
Business Unit
Marketing
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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