NOVARTIS

Sales Representative - CRM

Job ID
REQ-10090910
Oct 29, 2026
LOC_MY

About the Role

Major accountabilities:

- Own and execute territory and customer plans using segmentation, value-based prioritization, and data-led call planning.
- Build trusted relationships with healthcare professionals through high-quality, compliant product discussions grounded in approved clinical evidence.
- Deliver personalized customer journeys across face-to-face and digital channels, supported by tools.
- Identify and share actionable insights on customer needs, market dynamics, competitor activity, and territory opportunities.
- Partner with Marketing, Medical, Value & Access, and Execution Excellence teams to deliver an integrated customer experience.
- Support local events, promotional activities, and product launches where required.
- Maintain accurate and timely customer-visit documentation while operating in line with Novartis policies, ethical standards, and local regulations.

Requirements:

- Pharmaceutical sales experience with a record of delivering results.
- Experience engaging customers in the private healthcare sector; dermatology experience is preferred.
- Strong customer engagement, communication, territory planning, and relationship-building skills.
- Confidence using digital engagement platforms and CRM tools.
- Ability and willingness to travel within the assigned territory.

Role Requirements

Division
DIV_IM
Business Unit
Sales
Location
LOC_MY
Site
Selangor
Company / Legal Entity
MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (197101000541)
Functional Area
FCT_SA
Job Type
Full time
Employment Type
Regular (Sales)
Shift Work

No

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