

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.

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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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