

Senior Manager

Job ID
REQ-10051695

6月 06, 2025

India

摘要

Team Leader is the primary contact for managing day to day operations. This role needs to run huddles with all the team members to keep the campaigns on track for delivery by collaborate cross-functionally to drive value and ensure successful delivery of email marketing campaigns, advanced/touchpoint journeys, and understand data integrations. They need to call out risks and work closely with the delivery leader in mitigating the challenges with delivery. They need to provide input as a SME into the process optimizations, improvements, and automations in coordination with all cross functional teams. Contribute to innovation in Marketing Automation and Customer Relationship Management platforms through deep technical expertise in Salesforce Marketing Cloud.

About the Role

#Hybrid, Hyderabad.

Key Responsibilities:

- Manage day to day operations in adherence with agreed quality and compliance.
- Work on capacity planning against the demand for the month in collaboration with Delivery leader.
- Running Key meetings such as daily stand up across locations and ensuring the projects are delivered within the agreed timeframe.
- Tracking project performance and Providing inputs into improvements across processes as well all roles in collaboration with Delivery leader.
- Supporting governance, reporting, and issue management for campaign operations in collaboration with Delivery leader.
- Ensuring resource & project allocation on a day-to-day basis across locations depending on the demand intake.
- Schedule one to one sessions on a regular basis and input into individual development plans
- Work with team on achieving objectives, maintain and track KPIs
- Should have strong problem-solving abilities, Guide and Coach team to effectively perform the technical tasks.
- Manage vendor partner deliverables as per the SOW.

Essential Requirements

- Bachelor's degree in engineering, or related fields. MBA is a plus.
- Minimum 10+ years of experience.
- Strong knowledge of product and project management methodologies and frameworks.
- Exceptional communication and interpersonal skills for effective collaboration.
- Analytical mindset to leverage data and prioritize initiatives.
- Success in managing multiple projects simultaneously.
- Prior experience in managing SFMC operations teams and or processes is a plus
- Certifications on SFMC and Salesforce CRM are must have.
- Certifications such as PMP (Project Management Professional), PRINCE2 (Projects IN Controlled Environments), or Agile certifications (Scrum Master, SAFe) are often preferred.

Soft Skills

- Joint Value Creation: Ability to collaborate effectively to create value for all stakeholders.
- Dynamic, results-oriented team player who contributes positively to team success.
- Exhibit organizational agility, creativity, strategic & strong analytical thinking.
- Excellent presentation skills and storyboarding skills.
- Excellent interpersonal and communication skills.
- Ability to operate effectively in an international matrix environment.

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部门
US

Business Unit
Universal Hierarchy Node

地点
India

站点
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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