

Customer Service & Commercial Excellence Manager (Temporal 16 months)

Job ID
REQ-10059518

9月 08, 2025

Mexico

摘要

Business Data Migration expert for Customer Service & Commercial Excellence Management on LDC ERP program ensures data is delivered according to global/deployment/country requirements and timelines and responsible for data migration activities in a deployment (above-country) for Data objects in his/her scope. The data includes but is not limited to Customer master, Product Pricing, Contracts. Acts as the functional SPoC for data migration on the assigned objects for a given release.

About the Role

- Major Accountabilities• Perform or ensure data cleansing tasks are completed on time• Complete data collection for manual/construction objects on time• Work together with IT counterparts to prepare value mappings• Create and maintain master lists if applicable for

assigned objects• Provide business insights and information to technical teams for extraction and conversion from the legacy system(s) for assigned data objects• Work together with IT team and country Business Data Owners to identify objects in scope for country• Ensure data readiness & verify quality throughout data journey for assigned data objects• Verify that data is fit for purpose (incl. alignment with internal/external stakeholders)• Approve upload files before and after load for all assigned data objects (including formal approval)• Perform manual (type-in) data loads into target clients where applicable for assigned objects• Perform dual maintenance• Execution and approval of data verification scripts• Act as SPoC for assigned objects as part of defect management process during HypercareKey Performance Indicators / Measures Of Success• Data Cleansing completion for relevant data objects on project(s) within the region based on given data migration schedule• Data Loads completion for relevant data objects on project(s) within the region based on given data migration schedule• All major issues related to data quality for relevant data objects resolved based on given project(s) schedule

Work Experience

- 5+ years in country & global roles
- ERP SAP project implementation experience
- Strong knowledge about the business processes in the area of Sales management, Contract management, Order to Cash, Pricing and good visibility to Customer master and sales view of Material master data
- Data Migration experience preferred
- Bachelor or Master degree preferred

Skills

- Good communication and negotiation skills, good stakeholder management
- Strategic and hands on way of working (running meetings, tracking progress, managing issues)
- Strong Excel Skills

Languages

- Fluent English and Spanish

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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>

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部门

Operations

Business Unit

Universal Hierarchy Node

地点

Mexico

站点

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

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