

## Product Specialist - Dermatology (Sabah and Sarawak)

Job ID  
REQ-10073374  
мар 06, 2026  
Малайзия

### Сводка

The Product Specialist is a leading driver of our customer interactions and sales performance. They are the face of our customer experience approach and build deep relationships that deliver value for customers and patients in order to drive sales growth in a compliant and ethical manner.

### About the Role

#### Major accountabilities:

- Drive Competitive Sales Growth. Identify and prioritize high-potential customers through data analysis (HCPs and stakeholders) who influence prescription decisions. Drive sales performance through the skillful orchestration of positive customer experiences
- Engage and Build Relationships. Engage in value-based conversations (in-person and virtually) to understand critical customer challenges, decision-drivers, pain points and opportunities.
- Personalize and orchestrate customer engagement journeys for target HCPs by reflecting customer preferences, leveraging available content and multiple engagement channels. Build engagement by working in partnership with HCPs to develop a sustained collaboration over time for Novartis
- Deliver memorable, customer-centric experiences beyond clinical differentiation by listening to their needs and understanding their healthcare environment. Establish effective working relationships with opinion leaders and top medical influencers (at territory level) and challenge current behaviors in order to improve the patient journey (right patient, right time).
- Develop Deep Customer Insights and Understanding. Gather insights on the customer's business to uncover what is important to them. Follow up on customer feedback and translate responses into actions that create additional value and exceed expectations -Leverage available data sources to create, dynamically prioritize and adjust relevant territory, account and customer interaction plans.
- Share customer insights with relevant internal stakeholders on an ongoing basis to support the development of product-and indication-related content, campaigns and interaction plans.
- Deliver Value to Customers and Patients. Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt. Distribution of marketing samples (where applicable)

#### Minimum Requirements:

#### Work Experience:

- Established Network to target Customer Group desirable.
- Sales in Healthcare / Pharma / related business.
- Specific Product knowledge desirable.
- To manage Sabah, Sarawak and Brunei

#### Languages:

- English.

**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:** Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

Дивизион  
International  
Business Unit  
Sales  
Место  
Малайзия  
Сайт  
Sabah  
Company / Legal Entity  
MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)  
Alternative Location 1  
Sarawak, Малайзия  
Functional Area  
Продажи  
Job Type  
Full time  
Employment Type  
Regular (Sales)  
Shift Work

No

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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