

Digital Transformation & Robotics Manager | AbbVie Dubai

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Company: AbbVie

Location: dubai

Category: other-general

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AbbVie is a global biopharmaceutical company focused on creating medicines and solutions that put impact first — for patients, communities, and our world. We aim to address complex health issues and enhance people's lives through our core therapeutic areas: immunology, oncology, neuroscience, eye care, aesthetics and other areas of unmet need.

The role reports to the Customer Excellence Director and will work closely with the Business Technology Solutions (BTS) Team, Brand Teams, Culture Team and Affiliate Leadership Team.

Externally, the role will partner with both Private and Government sector entities focused on Digital solutions, AI and Robotics application in healthcare.

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Major Responsibilities:

Drive Brands' digitalization projects and capabilities in collaboration with the Business Technology Solutions (BTS) Manager

Work closely with BTS and Brand Teams on Global/Regional Advanced Customer Engagement (ACE) projects

Explore and activate new digital channels that can enhance the impact of our customer engagement

Raise Affiliate's overall Digital Maturity Score through regularly monitoring digital projects' execution and KPIs

Coordinate with vendors on digital material content production

Assist Brand Teams in content production for CLMs, Approved Emails, and Websites (AbbVie Pro)

Fully manage the newly established Gulf-Levant Robotics Lab

Create and execute use-cases for in-office and at-event use of Robots, in alignment with Brand Teams, Culture Team, and Affiliate Leadership Team

Act as the main point of contact for Robotics use-cases assessment and projects execution internally and externally

Work with the Communications team on an on-going Robotics Lab communication plan

Conduct research to identify new AI technologies and tools that can be leveraged to improve our processes and enhance our customer engagement

Remain updated on the latest advancements in the area of Robotics and AI and their application in the Pharmaceutical/Healthcare field

Partner with Government and Private sector entities on Digital Health, AI and Robotics projects

Enhance Brand Teams' competency and knowledge level related to Digital Transformation, Robotics and AI

Job Requirements:

Knowledge & Skills

Using different digital channels to engage with customers and creating digital content

Artificial Intelligence (AI) software or solutions knowledge, ex: ChatGPT, Machine Learning, etc.

Robotics or the application of Robotics in real use-cases

Strong knowledge of Microsoft PowerPoint, Excel, Power BI, etc.

Project management

Innovative and passionate about creating change

Creativity and problem-solving

Effective communication and ability to work with others as part of a team

Speaks English fluently, Arabic is a plus

Educated to Bachelor's degree level or equivalent experience

Must be based in the UAE

Experience

Experience with different digital channels such as CLM, Approved Email, Websites, etc. is a must

Experience in Artificial Intelligence (AI) applications or software and/or Robotics is a plus

Healthcare or Pharmaceutical industry experience is a plus

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