

Position: Human Experience Strategy Intern

Internship, Entry Level

Location: Remote, Working Hours 9-5:30 Eastern Standard Time Zone (Expectation for this role is a minimum of 20 hours per week across 3 days)

Department/Discipline: Strategy (Research, Journey Mapping, Insight Mining, Strategy Development, and Strategic Advisory)

Reporting to: Executive Director Human Experience Strategy

About Us:

As a Patient Experience Organization (PXO), we are "patient-obsessed" — we see patients as people first and represent them through a human lens. We are a highly strategic collective of human-centered thinkers committed to helping people feel more in control of their health journey. We provide a full suite of strategic advisory, marketing and disease-state communications, patient/stakeholder CRM engagement services, and technology innovations.

Overview:

We are seeking a motivated Strategy Intern to join our Human Experience Strategy (HXS) team who will be a contributor on projects from start to finish within tight deadlines in a fast-paced, small, remote company environment. This internship position offers hands-on experience working on complex projects and related work streams across multiple client accounts in the life sciences industry.

This role works in partnership with the Customer Experience, Project Management, Creative, and Tech teams to support the implementation of projects that may include market research, workshops, design-thinking, immersive experiences, CRM programs and more. This person is an investigative thinker who supports the team to deliver the highest quality work.

The ideal candidate is an enthusiastic, curious, detail-oriented, problem-solver who is eager to learn and grow as they develop and hone their strategic thinking and contribute to our team. This will be someone who can apply an empathetic and human lens to conventionally business-focused questions as they approach the work with patients front-of-mind.

Responsibilities:

During your internship, you will be involved in various tasks and responsibilities related to strategy and market research. These responsibilities are designed to provide you with a comprehensive understanding of our industry, enhance your skills, and contribute to the overall goals of our organization. This includes:

- Attending company-wide status meetings
- Developing an understanding of our projects and keeping our HXS project status up to date each week with other HXS team members
- Coordinating deliverables with HXS team members to ensure timely completion of projects
- Preparing for and attending regular internal and client status meetings
- Helping with coordination of logistics, meeting set ups, note taking, summary reports
- Providing project assistance to senior HXS team members, including desk research
- Assisting in analysis of market research supplied by clients
- Assisting in developing and polishing reports (PowerPoint Slides) in addition to ensuring data integrity
- Supporting coordination of project phases (initiation, planning, design, development, testing, launch, and post-completion debrief) by aiding communication between teams
- Learn and follow all internal and client procedures with regards to established processes

Desired Skills and Experience:

- Rising Senior currently pursuing or recently completed Bachelor's degree in advertising/marketing or related field in the Life Sciences (e.g., Biology or Behavioral Sciences)
- Previous internship or coursework in market research, or consulting is a plus (pharma/healthcare industry preferred)
- Experience with workspace collaboration tools – a plus
- Action-oriented and enthusiastic about challenging concepts and new assignments
- Strong verbal and written communication skills
- Ability to learn new concepts quickly and make connections among previously unrelated ideas
- Ability to exercise good judgment and attention to detail
- Problem-solving aptitude
- Ability to organize and prioritize multiple tasks

Required Traits and Abilities:

- Good time and task-management skills
- Empathetic mindset
- Belief in our "CANI" mindset (Constant and Never-Ending Improvement)
- Strong communication and collaborative skills
- Good people skills and ability to work with diverse personalities
- Logical decision-making abilities
- Self-motivated/driven
- Open to feedback
- Desire to contribute to team efficiency and quality
- Methodical approach to learning
- Detail-oriented
- Natural curiosity

What's in it for you?

- You will be part of a growing, diverse, vibrant community; teams pushing the boundaries of new business capabilities and emerging technologies and services, sharing their experiences and lessons learned with each other
- You'll have the chance to thrive in an environment where your ideas are valued and your voice matters
- You will be able to work on meaningful and innovative projects, powered by the latest technologies and industry best practices such as event-driven architectures and domain-driven design
- You'll be immersed in the implementation of human-centric solutions to help solve complex challenges with some of the world's largest life sciences companies
- We will invest in your learning and growth

Details:

- This internship offers a stipend at completion, is a fully remote experience, and provides valuable knowledge of the function of a PXO
- Credit hours may be provided if applicable
- We offer a flexible (agreed upon) weekly schedule with a minimum of three days per week
- The internship will run approximately 10-12 weeks from June-August 2025, with the potential of extension to project-based contract work

To apply for this position, please submit a resume to cjc@thinkentrada.com

ENTRADA is an equal opportunities employer AA/M/F/Veteran/Disability.

Other Employment Statements

Applicants for employment in the US must have work authorization that does not now or in the future require sponsorship of a visa for employment authorization in the United States.