

# AKASH JAIN

MSP Program Consultant | Contingent Workforce Specialist | VMS & PMO Expert  
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## PROFESSIONAL SUMMARY

Results-driven MSP Program Consultant and Contingent Workforce Specialist with 14 + years of experience in procurement-aligned workforce programs, VMS platforms (Fieldglass, Beeline, VNDLY), and PMO delivery. Proven expertise in coordinating multi-workstream transformation projects, migrating contingent workers into VMS and HRIS systems (Workday), documenting SOPs, and driving global process standardization. Adept at partnering with Procurement, HR, Talent Acquisition, and regional stakeholders to ensure seamless program transitions and data integrity across systems of record. Certified Cybersecurity Expert with CCSE and CPEH credentials.

## CORE COMPETENCIES

✓ Contingent Workforce PMO	✓ VMS: Fieldglass   Beeline   VNDLY	✓ SOP Documentation & Design
✓ Project Coordination & PMO	✓ Workday   HRIS System Migration	✓ Process Mapping & Workflow Design
✓ Data Collection, Cleanse & Validation	✓ Stakeholder Engagement & Communication	✓ Transition Support
✓ SOW & Staff Augmentation Programs	✓ Power BI   Excel (Advanced)   Power Point	✓ Global / Multi-Region Program Delivery

## PROFESSIONAL EXPERIENCE

### Global Talent Partner | Roche | New Jersey, NJ (On-site) Jul 2025 – Present

- Serve as a strategic partner to hiring managers across global business units, aligning talent acquisition strategies with contingent workforce goals and procurement-driven program requirements.
- Manage the full talent supply chain lifecycle from requisition intake and vendor coordination through onboarding ensuring compliance, SLA adherence, and operational excellence across all workstreams.
- Analyze hiring trends and workforce data to deliver actionable insights to senior stakeholders, improving fill rates and workforce efficiency across global programs.
- Coordinate cross-functional engagement between Procurement, HR, and Talent Acquisition teams to drive process standardization and alignment with global contingent workforce policies.
- Support documentation and adoption of standardized workflows and SOPs, contributing to global consistency and improved program governance across regions.

### Customer Success Manager | SimplifyVMS | Jersey City, NJ (Remote) Nov 2021 – June 2025

- Managed 20+ enterprise client portfolios across IT, healthcare, and manufacturing, overseeing \$30M+ in annual contingent workforce spend and achieving 100% client retention rate.
- Coordinated end-to-end SOW and staff augmentation program transitions for new client onboarding, aligning Procurement, HR, and Talent Acquisition stakeholders on VMS workflows and SLA requirements.
- Built and maintained Power BI dashboards to collect, validate, and analyze workforce data; identified process gaps and delivered insights to executive stakeholders in monthly and quarterly business reviews.
- Developed standardized SOPs, process guides, and supplier rate card frameworks to drive consistency across client programs, resulting in 25% improvement in SLA adherence.
- Partnered with cybersecurity and cloud engineering teams to resolve technical challenges, improving client satisfaction scores by 30% YoY.
- Led QBRs to align client objectives with program deliverables, driving 15% YoY revenue growth for key accounts through continuous improvement recommendations.
- Spearheaded cloud-focused client onboarding program, acquiring 10 new accounts and generating \$5M+ in annual recurring revenue.

**MSP Program Manager / Account Manager | Workforce LogiQ | Remote** *Nov 2018 – Sep 2021*

- Managed \$200M+ IT staffing portfolio for enterprise clients (Audible, Fitbit), achieving 98% KPI compliance across contingent workforce programs and staff augmentation workstreams.
- Led migration and standardization of VMS workflows (Fieldglass, Beeline) with real-time performance tracking, reducing vendor risk by 40% and enabling accurate data handover during client transitions.
- Collaborated with IT procurement and HR leaders to document current-state processes, scope future-state operating models, and drive global alignment of contingent workforce policies.
- Coordinated multiple program workstreams simultaneously, tracking milestones, deliverables, and reporting for PMO governance; supported stakeholder workshops on process adoption and tool onboarding.
- Reduced time-to-hire for cybersecurity and cloud migration roles by 20% through improved supplier frameworks and rate card standardization.

**Account Manager | Mac Consultant | Remote**

*Apr 2018 – Oct 2018*

- Delivered full-cycle account management for IT staffing clients including requirement gathering, candidate sourcing, VMS submissions, and onboarding coordination.
- Improved client retention by 25% by aligning staffing strategies with emerging trends in networking and cybersecurity workforce needs.

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## EARLIER EXPERIENCE

**IT Senior Technical Recruiter | Cyberthink | 2016–2018**

**IT Technical Recruiter | Collabera | 2015–2016**

**IT Technical Recruiter | Aita Consulting Services Inc. | 2013–2015**

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## TECHNICAL SKILLS & SYSTEMS

**VMS Platforms**                      Fieldglass | Beeline | VNDLY | SimplifyVMS | ZC Web

**HRIS / Systems**                      Workday | ConnectWise (Familiar) | Salesforce CRM

**Analytics & Reporting**              Power BI | Excel (Advanced — pivot tables, data validation, dashboards) | PowerPoint

**Collaboration Tools**                Microsoft Teams | SharePoint | Slack

**Cybersecurity Certs**                CCSE – Certified Cyber Security Expert | CPEH – Certified Professional Ethical Hacker

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## EDUCATION & CERTIFICATIONS

**Graduate Diploma in Computer Applications (3-Year Program) | AIMES, 2012**

**Certified Cyber Security Expert (CCSE) | Tech Defence**

**Certified Professional Ethical Hacker (CPEH) | Cyber Octet**

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## KEY ACHIEVEMENTS

- 100% client retention across 20+ enterprise accounts managing \$30M+ in annual contingent workforce spend at SimplifyVMS.
- Reduced vendor compliance risk by 40% at Workforce LogiQ by standardizing VMS workflows and implementing real-time data tracking across Fieldglass and Beeline.
- Generated \$5M+ in new ARR through a structured cloud client onboarding program at SimplifyVMS — coordinating cross-functional teams across Procurement, IT, and HR.
- Improved SLA performance by 25% through data-driven insights (Power BI), proactive stakeholder communication, and standardized escalation processes.
- Managed \$200M+ contingent workforce portfolio with 98% KPI compliance at Workforce LogiQ, supporting global program delivery across multiple client regions.