

# Rohan Marshall

## Client Services Manager, Pharma Talent Acquisition

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### SUMMARY

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Client services and **talent acquisition** leader with 9 years supporting pharmaceutical and life sciences hiring programs. Leads recruiter teams, sets practical performance goals, coaches through one to one and team reviews, and helps hiring leaders make clear decisions. Builds trusted client relationships by learning workforce needs, translating demand into sourcing plans, and presenting service updates with useful data. Uses ATS reporting, Microsoft Office, social sourcing, recruitment marketing, **passive candidate outreach**, and metrics covering **time to fill**, aging, **cost per hire**, satisfaction, productivity, source, and source of hire. Has guided account implementations, standardized delivery workflows, supported shared resources, addressed service gaps, and managed P&L inputs. Brings sound OFCCP knowledge, pharmaceutical recruiting experience, and a steady focus on helping teams deliver consistent results.

### EXPERIENCE

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#### Senior Client Services Manager, Life Sciences

Lakefront Workforce Solutions 📅 January 2023 - Present 📍 Milwaukee, WI

Leads pharmaceutical recruiting delivery across client portfolios, guiding recruiter performance, stakeholder communication, reporting, process improvement, and P&L inputs. The role connects workforce planning with dependable service execution.

- Led pharmaceutical recruiter team through workforce planning cycles, setting goals tied to client hiring priorities.
- Coached recruiters through one to one reviews, **team meetings**, and productivity data discussions.
- Advised **hiring leaders** on pipeline health, passive outreach, **recruitment marketing**, and difficult searches.
- Reviewed time to fill, aging, **cost per hire**, satisfaction, source, and productivity metrics.
- Directed ATS workflow improvements with shared resources, standard processes, and documented **remediation plans**.
- Presented account reporting, **service updates**, and P&L inputs to senior client stakeholders.

#### Client Services Manager

Great Lakes Talent Advisory 📅 January 2020 - December 2022 📍 Waukesha, WI

Managed delivery for life sciences accounts while building operating cadences, dashboards, implementation plans, sourcing campaigns, and compliant recruiting workflows. Progression into **client services leadership** grew from hands on recruiting expertise.

- Managed **life sciences** recruiting delivery through operating cadences with hiring leaders and internal teams.
- Coached **recruiters** on sourcing strategy, stakeholder communication, candidate experience, and requisition priorities.
- Mapped workflows, service expectations, reporting needs, and escalation paths during new account implementations.
- Built Excel dashboards from ATS data for aging, **time to fill**, source performance, and workload.
- Planned pipeline campaigns combining **passive outreach**, **social sourcing**, and targeted recruitment marketing.
- Applied OFCCP aware practices and standardized documentation across client facing delivery processes.

#### Talent Acquisition Lead

Midwest Search Partners 📅 July 2017 - December 2019 📍 Madison, WI

Led recruiting activity for regulated healthcare and pharmaceutical searches, mentoring recruiters and strengthening search planning, stakeholder communication, reporting, and repeatable delivery practices. This role expanded ownership from individual searches into team level execution.

- Led regulated healthcare and pharmaceutical searches across professional functions and changing hiring priorities.
- Clarified requirements, interview plans, candidate profiles, and search strategies with hiring managers.
- Built passive candidate **pipelines** through **ATS** searches and social sourcing tools.
- Mentored **recruiters** on outreach quality, screening discipline, search planning, and client communication.
- Prepared weekly summaries covering requisitions, pipeline movement, **aging** risks, and sourcing channels.
- Documented intake, sourcing, interview, and handoff practices for consistent team execution.

#### Recruiter

Badger Talent Group 📅 September 2015 - June 2017 📍 Madison, WI

Managed full cycle recruiting assignments across business and healthcare roles, developing core strengths in intake, sourcing, candidate assessment, communication, ATS accuracy, and client service. Early delivery work created a foundation for later leadership.

- Managed full cycle assignments from intake through offer coordination for **business** and healthcare roles.
- Built candidate pipelines through database search, social media, referrals, and direct outreach.
- Maintained ATS records and disposition documentation for accurate reporting and compliant recruiting practices.
- Screened candidates against role requirements and presented concise summaries to hiring stakeholders.
- Coordinated interviews and candidate communications while monitoring aging requisitions and commitments.
- Resolved search obstacles through recurring hiring manager updates and clear next steps.

PROJECTS

Pharmaceutical Delivery Standardization 📅 2024

Created a shared delivery approach for pharmaceutical accounts, connecting ATS workflows, metric reviews, remediation planning, and stakeholder updates. Clear standards gave recruiters a steadier operating rhythm.

Recruitment Marketing Pipeline Campaign 📅 2022

Built a life sciences pipeline campaign using passive outreach, social sourcing, and targeted recruitment marketing. The work reflected a practical belief that strong relationships begin before requisitions become urgent.

LEADERSHIP & AWARDS

- SHRM Certified Professional recognition, reflecting sustained commitment to practical human resources leadership.
- Client services leadership recognition for improving pharmaceutical recruiting delivery and stakeholder confidence.
- Team leadership recognition for coaching recruiters through performance reviews and difficult searches.

EDUCATION

Bachelor's Degree in Human Resource Management

University of Wisconsin-Whitewater 🎓 GPA: 3.5 📅 2015 📍 Whitewater, WI

*Coursework: Talent acquisition, organizational behavior, employment law, compensation management*

CERTIFICATIONS

- SHRM Certified Professional 📅 2019
- OFCCP Compliance for Talent Acquisition 📅 2022

TECHNICAL SKILLS

- **Recruiting Metrics:** Time to fill, requisition aging, cost per hire
- **Talent Acquisition:** Pharmaceutical recruiting, candidate sourcing, candidate screening
- **Applicant Tracking Systems:** ATS workflows, disposition records, requisition reporting
- **Sourcing Tools:** Social sourcing, database search, passive outreach
- **Recruitment Marketing:** Pipeline campaigns, sourcing campaigns, candidate outreach
- **Microsoft Office:** Microsoft Excel, Microsoft Word, Microsoft PowerPoint
- **Client Delivery:** Service updates, operating cadences, remediation plans
- **Team Leadership:** Recruiter coaching, performance reviews, team meetings
- **Compliance:** OFCCP, compliant documentation, recruiting practices
- **Financial Operations:** P&L inputs, cost per hire, account reporting
- **Stakeholder Management:** Hiring leaders, client relationships, internal delivery teams
- **Process Improvement:** Standardization, workflow improvement, continuous improvement

SKILLS

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|-----------------------------|-------------------------|------------------------|------------------|
| • Pharmaceutical recruiting | • Coaching              | • Passive outreach     | • Time to fill   |
| • Client services           | • ATS                   | • OFCCP                | • Cost per hire  |
| • Talent acquisition        | • Social sourcing       | • Microsoft Office     | • P&L management |
| • Recruiter leadership      | • Recruitment marketing | • Recruiting analytics |                  |

PROFESSIONAL AFFILIATIONS

- Society for Human Resource Management member, 2019 to Present.
- Pharmaceutical recruiting and life sciences talent community participant, 2017 to Present.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST