

PAMELA Y. TOUSSAINT, MBA

Leadership & Soft Skills Trainer Everything DiSC® Certified Practitioner Dual-Impact Capacity Builder

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PROFESSIONAL SUMMARY

Dynamic trainer, facilitator, and executive advisor with extensive corporate leadership experience and 15 years as a leadership and soft-skills training entrepreneur — bringing a rare dual perspective as both a client and a service provider. Former Vice President of Human Resources at a national higher education organization and Principal at Mercer HR Consulting, leading large teams, national operations, multi-million-dollar business units, and enterprise-level HR initiatives.

As President of Ultimate Image Coach & Academy, I design and deliver high-impact leadership development, emotional intelligence, communication, DiSC®, and supervisory skills training for engineering firms, architecture firms, municipalities, school districts, nonprofits, and small business ecosystems. Known for warm, energetic facilitation grounded in behavioral science, practical tools, and real-world leadership experience.

CORE EXPERTISE

- Leadership Development & Emotional Intelligence
- Communication, Collaboration & Conflict Resolution
- Everything DiSC® Facilitation & Behavioral Insights
- Supervisory Skills & Performance Management
- Leadership Presence & Executive Coaching
- RFP Training & Small Business Capacity Building
- Proposal Writing, Pitch Coaching & Vendor Readiness
- Corporate Training & Facilitation
- Coaching for Emerging Leaders & Technical Professionals
- Municipal & CRA Leadership Development

SIGNATURE PROGRAMS

- Emotional Intelligence Bootcamp
- Communication & Collaboration Lab
- Leadership Presence for Emerging & Established Leaders
- Supervisory Skills & Performance Management
- Everything DiSC® Workplace & Catalyst Framework

- 6-Session RFP Training Cohort
 - Proposal Writing Lab
 - Business Planning Fundamentals
 - Pitch Development & Showcase Coaching
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EXECUTIVE & CORPORATE LEADERSHIP EXPERIENCE

Vice President, Human Resources

Kaplan Higher Education (Corporate Headquarters)

2010 – Present

Led national HR strategy, benefits administration, employee engagement initiatives, and organizational development programs across multiple campuses and operational units. Partnered with senior executives to strengthen leadership capability, streamline HR processes, improve communication, and enhance service delivery. Directed HR teams and supported organizational transformation during a period of significant growth and regulatory change.

Principal / Director of Client Services

Mercer Human Resources Consulting (Marsh & McLennan Global Firm)

Dec 2001 – Apr 2004

Led a national benefits administration outsourcing division generating \$25 million in annual revenue, serving 35 corporate clients, and managing a team of 150 HR, client service, and operations professionals. Oversaw enterprise-level service delivery, managed client contracts, improved processes, and strengthened performance metrics. Played a key role in elevating client satisfaction, team capability, and operational effectiveness across a complex consulting environment.

ENTREPRENEURIAL & TRAINING LEADERSHIP EXPERIENCE

President & Principal Trainer

Ultimate Image Coach & Academy

2010 – Present

- Deliver Leadership & Soft Skills training programs for engineering firms, architecture firms, municipalities, school districts, nonprofits, and corporate clients
- Facilitate Emotional Intelligence, Communication, DiSC®, Team Collaboration, Leadership Presence, and Performance Management programs
- Lead multi-year leadership training initiatives including the City of Riviera Beach and the Palm Beach County School District
- Provide executive coaching and team development for technical managers, supervisors, and emerging leaders
- Creator and facilitator of the Signature 6-Session RFP Training Cohort for municipalities and CRAs
- Support small businesses and M/WBEs with proposal writing, pricing strategy, pitch development, and vendor-readiness coaching

ADDITIONAL PROFESSIONAL EXPERIENCE

Adjunct Professor – Business & Human Relations

2011 – 2021 | Palm Beach State College

Taught Human Relations, Management Principles, Customer Service, Operations Decision Making, and Career Readiness. Integrated emotional intelligence, leadership behavior, and communication strategies into coursework to prepare students for workforce success.

Executive Programs Facilitator

2010 – 2020 | Jim Moran Institute for Global Entrepreneurship

Delivered Leadership Presence and Executive Communication programs for CEOs and nonprofit executives as part of statewide Executive Education cohorts.

SELECTED CLIENTS

- City of Riviera Beach
 - Riviera Beach CRA
 - City of West Palm Beach
 - DB Sterlin Engineering
 - Song + Associates Architects
 - Integrity Construction Enterprise
 - Palm Beach County School District
 - CareerSource Palm Beach County
 - Dress for Success Palm Beaches
 - The Club at Ibis
 - Jim Moran Institute
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EDUCATION & CERTIFICATIONS

- MBA, DePaul University
 - Everything DiSC® Certified Practitioner
 - Authorized Partner, Wiley Workplace Learning Solutions
 - Professional Trainer & Executive Coach
 - Certified Procurement Readiness & Small Business Development Specialist (informal but accurate positioning based on your RFP expertise)
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TRAINING DELIVERY FORMATS

- Live Virtual Training (Zoom, Teams)
- Onsite Workshops
- Hybrid Programs
- 1:1 & Small Group Coaching
- Cohort-Based Learning
- eLearning Academy (100+ Courses)