



**ULTIMATE IMAGE COACH**

— We Polish.You Shine —

## **TRAINER'S PROFILE**

**PAMELA Y. TOUSSAINT, MBA**

Leadership & Soft Skills Trainer

Everything DiSC® Certified Practitioner

President, Ultimate Image Coach & Academy

**Igniting Growth, Confidence &  
Connection in Every Leader**

## EXECUTIVE SUMMARY

Pamela Y. Toussaint is an MBA-trained Leadership & Soft Skills Trainer and Everything DiSC® Certified Practitioner known for elevating leadership capability, strengthening team dynamics, and improving communication across diverse organizations. Backed by 15+ years of training experience and a distinguished career as a Fortune 100 HR & Operations executive and Executive Programs Facilitator, she delivers practical, research-based development programs for engineering, municipal, education, and nonprofit sectors.

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## CORE TRAINING & COACHING EXPERTISE

- Leadership Development
  - Emotional Intelligence
  - DiSC® Workplace & Management
  - Communication Skills
  - Supervisory Skills
  - Leadership Presence
  - Feedback & Coaching
  - Team Collaboration
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## SIGNATURE TRAINING RESULTS

- 100% leadership compliance at DB Sterlin Engineering
  - Multi-year leadership curriculum for City of Riviera Beach
  - Extended leadership development for Palm Beach County School District
  - Strengthened communication & team alignment across varied sectors
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## CREDENTIALS

- MBA, DePaul University
  - Everything DiSC® Certified Practitioner
  - Authorized Partner, Wiley Workplace Learning Solutions
  - Certified Professional Trainer & Coach
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## REPRESENTATIVE CLIENTS

Trusted by leading organizations across engineering, government, education, and community services, Pamela delivers high-impact training that supports stronger leaders, more effective teams, and healthier workplace cultures.



## CASE HIGHLIGHTS

### **DB Sterlin Consultants Inc**

#### *Leadership & Emotional Intelligence Training*

DB Sterlin is a minority-owned consulting firm that provides engineering, architecture, planning, and surveying services for infrastructure systems.

- ✓ Achieved 100% leadership compliance in performance management
- ✓ Improved communication and collaboration across technical teams
- ✓ Elevated coaching and feedback capability

### **City of Riviera Beach**

#### *Multi-Year Leadership & Soft Skills Academy*

The City of Riviera Beach is a coastal municipality in Palm Beach County, Florida, known for its diverse community, vibrant waterfront, and commitment to public service. Home to nearly 40,000 residents, the city operates under a council-manager government and focuses on economic growth, safety, and community development.

- ✓ Strengthened supervisory communication and team engagement
- ✓ Elevated leadership presence and accountability
- ✓ Supported culture transformation and mission alignment

### **Riviera Beach CRA**

#### *Small Business RFP Training Cohort*

The Riviera Beach Community Redevelopment Agency is at the heart of the dramatic transformations underway within its district. Formed in 1984 by the Riviera Beach City Council, the CRA provides funding for a wide scope of projects that incentivize economic growth through business attraction and retention; finances new and improved infrastructure for real estate projects; and generally works to expand the tax base by creating a welcoming environment that eliminates blight and improves the perception of safety in an area.

- ✓ High participant engagement and measurable skill improvement
- ✓ Graduates produced significantly stronger proposals and pitches
- ✓ Several participants moved forward with actual agency bid opportunities
- ✓ Expanded partnership with CRA and multiple new cohorts approved for 2026

## CASE HIGHLIGHTS

### **Jim Moran Institute for Global Entrepreneurship**

#### *Leadership Presence Training for CEOs*

A 1995 contribution from Jim and Jan Moran and JM Family Enterprises established the Jim Moran Institute for Global Entrepreneurship at the Florida State University College of Business with additional support through the years. Since 2011, further enhancements to the Jim Moran Institute and its outreach have been made possible by Jan Moran and The Jim Moran Foundation.

- ✓ Participants reported increased confidence and clarity in representing their organizations
- ✓ Long-term partnership delivering programs for 10+ years
- ✓ Contributed to the overall success and reputation of the Executive Programs

## TESTIMONIALS



I'm delighted to recommend Pamela as a speaker and expert in personal branding. Pamela has been a valued volunteer contributor to our Road to Success program at Dress for Success Palm Beaches- a job readiness initiative dedicated to empowering women as they navigate their professional journeys. Pamela's sessions are consistently a standout experience for our participants. With warmth, clarity, and a dynamic presence, she not only shares her deep expertise but also thoughtfully guides each group through the often-intimidating process of personal branding. She provides insightful, practical advice on how to present themselves with confidence, develop a compelling personal narrative, and effectively communicate their unique value in today's job market. What truly sets Pamela apart is her ability to connect with authenticity, meet participants where they are, and inspire genuine self-reflection. Her guidance empowers women to embrace their strengths and take bold steps toward their goals. We are deeply grateful for Pamela's ongoing volunteer commitment and the lasting impact she continues to make in the lives of the women we serve.

**Nina Jakubowski, MPS**

Director of Programs & Outreach Services at Dress for Success Palm Beaches



Pamela provided the CareerSource Supervisor Team a full day workshop entitled: "Personal Branding, Customer Service and Leadership Effectiveness Skills". Her presentation was very engaging, professional, insightful and polished. She clearly has a high emotional intelligence/EQ. Her extensive professional experience helps the student to understand how important people are to any organization and to relate to each other in the workplace. She received rave reviews from our staff! Thank you Pamela!

**Julia Dattolo**

President/CEO at CareerSource Palm Beach County  
President/CEO at CareerSource Palm Beach County



Pamela is a powerful coach and mentor. Her RFP Workshop through the City of Riviera Beach helped me strengthen my confidence, sharpen my pitch, and approach bidding opportunities with more strategy and clarity. She creates an environment that challenges and supports you at the same time. The City couldn't have chosen a better partner to help local entrepreneurs grow.

**Antwan Foster**

## DELIVERY OPTIONS

We offer flexible delivery formats to meet the needs of your team—whether you prefer virtual convenience, in-person engagement, or a blend of both. Every session is designed to be interactive, practical, and aligned with your goals.

- ✓ Virtual Training (Zoom or Teams)
  - ✓ Onsite Workshops
  - ✓ Hybrid Delivery
  - ✓ 1-on-1 Coaching & Executive Coaching
  - ✓ Small Cohort or Large Group Facilitation
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## CONTACT INFORMATION



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