

NERISSA J. PERSAUD

Culture Strategist | Board Advisor | Author | Founder, Corporate Learning Concierge
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Citizenship: Guyana & Canada

EXECUTIVE PROFILE

Dynamic C-Level Strategist, Consultant, Author, and Global Advocate with 20+ years of leadership experience across Canada, the Caribbean, Southeast Asia, and the Middle East. Founder of two purpose-driven enterprises—**Corporate Learning Concierge** and **Ignite the Human Spark**—and author of two forthcoming books: *The Living Breathing Culture* (Oct 2025) and *Rising Above Burnout* (Sept 2025). Recognized for building values-aligned cultures, reimagining leadership retreats, and empowering boards to lead with clarity and conviction. Skilled in strategic facilitation, cross-cultural transformation, and executive coaching—with a deep commitment to mental wellness, resilience, and service leadership.

CORE COMPETENCIES

- Organizational Culture & Strategy Alignment
 - Mental Health Advocacy & Thought Leadership
 - C-Suite Coaching & Board Facilitation
 - Global Talent Strategy & Succession Planning
 - Leadership Retreat Design & Execution
 - Crisis Communication & Burnout Recovery
 - Digital Storytelling, Branding & Public Speaking
 - DEI and Belief-Based Culture Transformation
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LEADERSHIP EXPERIENCE

Rotary International

Global Humanitarian Organization (Not-for-Profit) The world's first service organization

Incoming District Membership Engagement Chair (Zone 34) (One Year Term)

District 7020 | Term: July 2025 – July 2026

- Appointed to serve across 10 Caribbean territories: **Jamaica, Haiti, Cayman Islands, Bahamas, St. Martin, St. Maarten, U.S. Virgin Islands, British Virgin Islands, Anguilla, and Turks & Caicos Islands.**
- Spearheading a district-wide engagement strategy to increase member retention and value perception.
- Introducing storytelling-driven campaigns and leadership development opportunities.
- Projected impact: Engagement uplift across 60+ clubs and 2,000+ members.

President (One Year Term)

Rotary Club of Montego Bay, Jamaica | 2024 – July 2025

- Revitalized a 64-year-old service institution (second oldest club in Jamaica, founded 1961) through comprehensive initiatives aligned with Rotary International's Seven Areas of Focus. These included promoting peace through community murals and youth engagement forums; fighting disease with health screenings and cancer awareness campaigns; providing clean water, sanitation, and hygiene (WASH) via school hygiene projects; saving mothers and children through maternal health workshops; supporting education with literacy drives, and reading mentorships; growing local economies by delivering vocational training and youth

entrepreneurship support; and protecting the environment through tree-planting, coastal cleanups, and public climate awareness activities.

- Increased community project completion by 100% within one Rotary year.
- Facilitated the first strategic retreat in over a decade, achieving 100% board alignment on club goals.

FOUNDER & PRINCIPAL CONSULTANT

Corporate Learning Concierge & Ignite the Human Spark | 2017–Present

Integrated consultancy blending strategy, executive learning, and resilience-building for boards, leaders, and institutions.

Corporate Learning Concierge

- Designed and executed **40+ board retreats** across sectors with consistent post-retreat satisfaction ratings over 95%.
- Delivered cultural diagnostics for organizations ranging from 50 to 10,000+ employees.
- Advised executive teams and nonprofit boards on belief-driven governance and performance culture.
- Contributed core frameworks featured in the forthcoming book *The Living Breathing Culture*.

Ignite the Human Spark

- Provided burnout recovery coaching, personal realignment consulting, and emotional agility workshops.
- Supported C-suite professionals and entrepreneurs with digital branding, resume transformation, and strategic storytelling.
- Guided career pivots and mindset shifts through coaching sessions, retreats, and immersive facilitation.
- Developed **The 5 Global Principles to Creating and Sustaining a Culture of Health** with research from Johnson and Johnson, Buffer, USSA and Google,
- Host of the *Mindset Bootcamp* podcast and lead *Rising Above Burnout* workshops.
- Author of *Rise Above Burnout*—a book blending lived experience with science-backed recovery strategies.

GOVERNMENT CONSULTING

Strategic Facilitator & Culture Alignment Consultant

National Healthcare Enhancement Foundation (NHEF), Jamaica | November 2024

- Led a government-funded strategy and culture alignment retreat commissioned by the **Ministry of Health & Wellness, Jamaica**, focused on aligning NHEF's governance and operations with **Vision 2030 Jamaica**.
 - Vision 2030 Jamaica is the nation's first long-term strategic development plan, launched in 2009 to guide Jamaica toward becoming **“the place of choice to live, work, raise families, and do business”** by the year 2030.
 - Facilitate workshop series with the NHEF Board of Directors, providing strategic frameworks to connect health sector innovation with Vision 2030's Pillars—particularly **Goal 1: Empowering People** and **Goal 4: Building Effective Governance**.
 - Delivered cultural diagnostics, board alignment tools, and strategic mapping exercises to reinforce accountability, modernize direction, and embed national development priorities into board operations.
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SENIOR CONSULTANT, TALENT & LEARNING

COMO Hotels & Resorts – Parrot Cay, Turks & Caicos | 2014–2016

- Overhauled hiring, onboarding, and leadership training strategy for COMO's flagship wellness resort.
 - Instituted talent succession plans that reduced leadership turnover by 30%.
 - Reignited internal learning culture through coaching circles and service leadership forums.
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EXECUTIVE RECRUITER

Hoteliery (formerly Thrive Hospitality), India & Canada | 2009–2012

Boutique search firm placing senior talent in global luxury hospitality brands.

- Placed 100+ executives across Asia, the Caribbean, and Indian Ocean properties.
 - Maintained 90% client repeat rate through reputation for values-based matching.
 - Clients included:
 - **Nikki Beach Hotels and Resorts**
 - **COMO Hotels and Resorts**
 - **Four Seasons Resorts Maldives**
 - **LUX Resorts & Hotels, Mauritius**
 - **Hotel Properties Limited, Singapore**
 - **Kingdom Investments, Saudi Arabia**
 - **Sun Resorts Ltd, Mauritius**
 - **Emaar Hospitality Group, UAE**
 - **Hilton Hotels**
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EXECUTIVE ASSISTANT TO GM

Four Seasons Resort, Kuda Huraa, Maldives | 2008–2009

- Managed GM office operations, global sales trip coordination, and high-level guest service analytics.
 - Increased VIP guest satisfaction scores by 22% through redesigned service communication.
 - Took on resort wedding planning, doubling sales and event inquiries in 6 months.
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AUTHOR & THOUGHT LEADERSHIP

The Living Breathing Culture (*Launching November 2025*)

A strategic guide for leaders seeking to build belief-driven cultures that last.

- Introduces *The Three Codes of a Thriving Culture*: Define, Align, Inspire
- Combines consulting insight, research, and global case studies
- Launch includes keynote tour and executive learning modules

Rising Above Burnout (*Launching May 2026 with Introductory Workshop, Montego Bay Convention Centre, September 2025*)

A transformative wellness blueprint rooted in lived experience, science, and daily action.

- Anchored in five recovery pillars: Nutrition, Breathing, Meditation, Movement, and Rest
 - Based on lived experience, emotional recovery, and performance sustainability
 - Offers practical tools for individuals and leaders navigating overwhelm
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EDUCATION & PROFESSIONAL DEVELOPMENT

Harvard Business School

Executive Education, *Strategy Execution* | 2024

Association of Business Executives, UK

Advanced Diploma, Travel, Tourism & Hospitality (Business Major) | 2007
Distinction in International Travel and Hospitality

Brightline Initiative – PMI

Bridging Strategy Design & Delivery | 2020

AWARDS & RECOGNITIONS

- **Rotary Diamond Club Award** – District 7020 Governor’s Citation | 2025
- **Keynote Speaker** – *Hanover Charities Annual Scholarship Awards* | 2025
- **Featured Leader** – *Thrive Global & Authority Magazine* Mental Health Series
- **Public Image Citation** – Rotary Club of Montego Bay, President’s Commendation | 2025

ADDITIONAL LEADERSHIP & COMMUNITY IMPACT

- **Founding Member** – *Women of Western Jamaica (WOWJa)* 2025
- **Assistant to Director** – *Chambre de commerce d’industrie Magog-Orford*, Quebec | 2018–2019
- **Peacebuilding Advocate** – Rotary Peace Murals & Literacy Campaigns 2024-25
- **Board Retreat Facilitator** – Nonprofits, Foundations, and Caribbean Impact Coalitions 2024

SELECTED PUBLICATIONS & FEATURES

Thrive Global Articles:

- [9 Truths to Consume a Better Life](#)
- [Anxiety Isn’t the Enemy, Our Approach Is](#)
- [The Road to Recovery – 7 Touchpoints](#)
- [The Mental Health Crisis is a Global Problem](#)
- [Depression and Anxiety Lead the Crisis](#)
- [Creating the Mental Space to Improve Resilience](#)

Authority Magazine Feature:

- [Beating Burnout: 5 Things You Should Do](#)

Medium:

[The Era of Blood, Sweat and Tears that Triggered the Great Resignation](#)

BOARD SERVICE IDENTITIES

- Mental Health Advocate (Lived Experience – Burnout)
- Strategic Consultant to Nonprofits & Foundations
- Global Educator and Keynote Speaker
- Community Organizer & Cultural Change Facilitator
- Paul Harris Fellow

ADDITIONAL INFORMATION

- Driver’s License (Canada, Ontario)
- Fully available for in-person and virtual board meetings
- Fluent in English; culturally adaptive across diverse geographies
- *References available upon request*