

Nicole Chetaud

(415) 847-9901 | nicolechetaud@icloud.com | Mill Valley, CA

PROFESSIONAL SUMMARY

Results-driven **Learning and Development professional** with over 10 years of experience in hospitality, wellness, and corporate training. Proven success designing and delivering **transformational training programs** that improve employee performance, guest satisfaction, and operational excellence. Expert in **curriculum development, facilitation, and performance coaching**. Passionate about cultivating **learning cultures** that empower employees and drive organizational growth.

CORE COMPETENCIES

- Training Program Design and Facilitation
 - Leadership and Employee Development
 - Onboarding and Retention Strategy
 - Service Excellence and Customer Experience
 - Curriculum and Content Development
 - Performance Coaching and Mentoring
 - Event Planning and Execution
 - Community Engagement and Retention
 - Train-the-Trainer Program Design
 - Organizational and Change Management
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PROFESSIONAL EXPERIENCE

Community Manager / Business Strategist

MNT Pilates + Co-Working – Mill Valley, CA

March 2025 – August 2025

- Coached leaders in **team development**, performance management, and growth strategy to support business expansion.
- Designed and facilitated **wellness-focused workshops** to enhance employee wellbeing, engagement, and productivity.
- Created and implemented **community engagement strategies** to strengthen member relationships and retention.

Learning and Development Consultant / CEO

Nicole Chetaud Consulting – Mill Valley, CA

July 2013 – Present

- Founded a global consulting practice serving over **10,000 clients** across wellness, hospitality, and technology industries.
- Designed and delivered **training programs**, live workshops, and webinars focused on client retention, product adoption, and service excellence.
- Coached executives and founders on **organizational development**, team performance, and leadership communication.
- Host and produce the *Wellness Is Wealth* podcast, highlighting transformational stories that inspire professional and personal growth.

Training and Customer Success Advisor

FITGRID (New York, NY) & BRANDBOT (Boston, MA)

October 2015 – March 2020

- Developed **comprehensive training curriculums** and onboarding programs for enterprise hospitality and wellness clients.
- Created multimedia educational resources to improve customer retention, product adoption, and service delivery.
- Coached client teams on **service excellence** and operational best practices across 120+ fitness and wellness locations.
- Supported over **200 successful client implementations**, increasing customer engagement and satisfaction scores.

Training Manager / Senior Faculty

MINDBODY – San Luis Obispo, CA

February 2010 – February 2015

- Managed training logistics, marketing, and delivery for **8 international conferences** with 2,000+ attendees.
- Authored and presented **business education curriculum** at over 20 global training events.
- Developed and launched a **partner training program** that generated record revenue and strengthened strategic partnerships.
- Trained internal teams and partners on **customer success**, product excellence, and service delivery standards.

Event Director and Training Coordinator

Town Hall Restaurant – San Francisco, CA

2004 – 2005

- Planned and executed **private dining events** for 20–300 guests, ensuring premium guest experiences.

- Developed and implemented **staff training programs** focused on hospitality, service standards, and brand consistency.
 - Coached team members on **guest engagement** and operational best practices to uphold service excellence.
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EDUCATION

Bachelor of Arts, Sociology

University of California, Santa Cruz

CERTIFICATIONS

500-Hour Yoga Teacher Certification – YogaWorks