

# SANDRA VANDER VEER

Welland, ON | 905-736-1520 | [sandravv8@gmail.com](mailto:sandravv8@gmail.com)

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## PROFESSIONAL SUMMARY

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Decisive, insightful, and data-driven **Compliance Leader** offering 15+ years of experience advising senior executive teams, facilitating department discussions, and driving transformative projects for industry-leading companies. Recognized as a strategic problem solver who assesses site operations, gathers stakeholder insights, and implements immediate and long-term process improvements. Proven history of overseeing cross-functional teams in all aspects of project development – from initial facilitation and consultation through to execution and close-out. Confident and articulate communicator who builds strong working relationships, translates complicated information into meaningful terms, and effectively collaborates with all levels of the organization to surpass performance expectations.

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## AREAS OF EXPERTISE

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|-------------------------------------|----------------------------------|---------------------------------|
| ✓ Process Evaluation & Optimization | ✓ Strategic Planning & Execution | ✓ Documentation & Reporting     |
| ✓ Business Analysis & Consultation  | ✓ Lean Six Sigma Methodologies   | ✓ Multitasking & Prioritization |
| ✓ Project & Change Management       | ✓ Group Discussion Facilitation  | ✓ Leadership & Team Building    |
| ✓ Performance Tracking & Reporting  | ✓ Stakeholder Relationships      | ✓ Microsoft Office Suite        |

**Languages:** English | French

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## PROFESSIONAL EXPERIENCE

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**Instructor (freelance)** | The Knowledge Academy – In-person & Virtually

**2023 to Present**

- Instruction delivered locally, nationally & internationally.
- Courses: Root Cause Analysis, Successful People Management and Team Leadership, Exceptional Customer Service training

**Water Quality & Compliance Supervisor** | City of Welland – Welland, ON

**2019 to 2022**

- Managed 2 direct and 6 indirect reports in the day-to-day compliance operations for City of Wellands drinking water to ensure adherence with DWQMS, ISO 9001:2015, and federal, provincial, and municipal regulations
- Drove the design, administration, and optimization of all water quality plans, programs, systems, and procedures
- Reported to the General Manager of Public Works and offered subject matter expertise to inform strategic planning related to compliance, auditing, and inspection matters
- Led the full cycle development and execution of continuous improvement projects to enhance internal processes
- Supported other departments with improvement initiatives by tracking progress and reporting on challenges
- Accountable for the team training, coaching, talent development, and performance evaluation and management
- Facilitated all audits including the annual Ministry of the Environment, Conservation & Parks (MECP) inspections
- Guided the Water Operators and Quality Analysts in conducting testing and submitting results to regulators
- Tracked the Water Operator licenses, defined development plans, and arranged training and licensing programs
- Acted as Management Co-chair on the Joint Health & Safety Committee, scheduled inspections, and recorded and shared meeting minutes
- Wrote MECP reports and presented on the status of drinking water to the Mayor, City Council, and senior leaders
- Monitored legislative changes and implemented procedure and training revisions to reflect new requirements
- Reviewed the results from internal and external audits and performed the corrective and preventive actions

### Key Achievements:

- ✓ Received a 100% on the annual MECP audit by updating procedures and documentation policies and earned multiple commendations from the Mayor for improving the score from an average of 95% before joining
- ✓ Streamlined the licensing renewal process for team members from multiple hours down to minutes by introducing Excel spreadsheets to track employee licensing status, centralize documentation, and simplify data management
- ✓ Partnered with IT to develop new applications that provide real-time water main monitoring, notify leadership of the frequency and severity of pipe leaks, and collect customer complaints and requests for the field operating team
- ✓ Increased the team productivity by over 15% by procuring new laptops for the Water Operators and gaining approval for internet access from the management team to avoid unnecessary trips between the field and office

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## PROFESSIONAL EXPERIENCE CONTINUED

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### **Quality Engineer** | Tiercon Corp. – Stoney Creek, ON

2018 to 2019

- Led the Quality Auditor team in the quality activities at the leading manufacturer of automotive parts and systems
- Planned and executed the quality management programs for new products in development and existing offerings
- Devised and delivered training programs to educate Quality Auditors on quality standards and best practices
- Cultivated and nurtured relationship with suppliers to gather information and rectify any quality concerns
- Engaged operators, supervisors, and quality auditors to determine acceptance criteria and mitigate issues
- Served as the liaison between the clients and suppliers to communicate complaints and achieve timely resolutions
- Participated in Advanced Product Quality Planning (APQP) initiatives in collaboration with internal departments
- Conducted quality investigations, root cause analysis, and containment to uncover and resolve quality challenges

#### Key Achievements:

- ✓ Reduced the non-conformance rate from 18% down to 8% for the side-step product by fixing quality issues
- ✓ Revamped the non-conformance reporting process to boost efficiency by 10% and maximize data accuracy

### **Quality Facilitator** | Niagara Piston – Smithville, ON

2015 to 2018

- Supported all aspects of the daily quality operations at multiple manufacturing sites for the producer of pistons
- Worked closely with the production team to calibrate equipment, overhaul processes, and achieve objectives
- Completed detailed studies to identify areas in need of improvement, standardize processes, and minimize waste
- Fronted internal audits and performed in-depth quality inspections to isolate and eliminate quality deficiencies
- Responded to non-conformities, clarified acceptance criteria, and coached and mentored junior team members

#### Key Achievement:

- ✓ Decreased non-conformities by over 6% by founding a team dedicated to continuous process improvements, strengthening cross-training programs, and initiating non-conformance reports to document quality issues

### **Fundraiser** | Niagara Safety Village – Welland, ON

2014 to 2015

### **Quality Lead** | Hood Packaging - Cornwall, ON

2010 to 2013

### **Business Owner** | BodySmooth Bellydance – Cornwall, ON

2006 to 2009

### **Director Corporate Quality** | ROL Manufacturing – Montreal, QC & Cornwall, ON

2002 to 2006

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## EDUCATION & TRAINING

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### **Industrial Engineering Technician Diploma, Quality Control** | Niagara College – Niagara-on-the-Lake, ON

### **New Manager's Toolkit Series** | Niagara College – Niagara-on-the-Lake, ON

Relevant Coursework: Dealing with Difficult People in Today's Workplace | Sharpening Your Communication Skills | Time Management & Organizational Skills | Developing Your Management Style | Understanding Your New Role as Manager | Managing in a Unionized Environment

### **2015-2017 ISO Edge**

### **IATF 16949 Understanding / Internal Auditing**

### **ISO/TS16949 Internal Auditor**

### **ISO 14001 Internal auditor, Environmental Auditing**

### **AIAG Core tools, Quality Control Technology/Technician**

**Walkerton Clean Water Centre Courses:** New Watermain Commissioning | Safe Drinking Water Act & Related Regulations | Watermain Repair Logistics | Responsibilities under the Statutory Standard of Care: Safe Drinking Water Act | Get Cultured! What Happens to Your Micro Samples | Mandatory Certificate Renewal Course