

NICOLE NORDLANDER

CONTACT

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Barrie Ontario

SKILLS

PRE-DELIVERY INSPECTION
(PDI)

DEFICIENCY IDENTIFICATION &
DOCUMENTATION

TARION WARRANTY
COMPLIANCE

ONTARIO BUILDING CODE
KNOWLEDGE

QUALITY CONTROL &
ASSURANCE

TRADE & CONTRACTOR
COORDINATION

HIGH-RISE & LOW-RISE
CONSTRUCTION

AFTER-SALE CARE
MANAGEMENT

INDEPENDENT FREELANCE
CONTRACT SERVICE

TRAINING AND CERTIFICATES

WHMIS 2025

WORKING AT HEIGHTS

FIRST AID AND CPR
(CURRENT)

CONSTRUCTION HEALTH AND
SAFETY AWARENESS

EDUCATION

DIPLOMA- BUSINESS
ADMINISTRATION

Seneca College, Toronto, ON
2004

REFERENCES

AVAILABLE ON REQUEST

RESIDENTIAL CONSTRUCTION QUALITY SPECIALIST

A Results-driven residential construction professional with over 15 years of combined experience in quality control inspection, PDI management, customer care, and after-sale coordination. Known for meticulous deficiency identification, precise documentation, and a client-first approach that transforms complex construction processes into seamless homeowner experiences. Adept at managing high-volume inspection schedules, coordinating cross-functional teams, and upholding Tarion warranty standards. Skilled at leading pre-drywall frame walk tours that educate homeowners on structural systems, smart home technology, and modern building methods, turning a technical milestone into a confidence-building experience. In addition to full-time roles, **provides independent contract services to companies seeking professional support without adding permanent payroll staff**, delivering flexible, high-quality project execution tailored to organizational needs.

PROFESSIONAL EXPERIENCE

PDI Quality Control Inspector

2014-2025

GREAT GULF HOMES / TUCKER HIRISE | GREATER TORONTO AREA, ON

- Performed PDIs on low-rise and high-rise units, identifying deficiencies and ensuring compliance with OBC and Tarion standards.
- Tracked and documented deficiencies using digital and paper systems, coordinating timely remediation with trades and site supervisors.
- Guided homeowners through PDIs with clear, reassuring explanations of construction details.
- Resolved outstanding items in collaboration with construction and customer care teams within warranty timelines.
- Improved quality processes by contributing to protocols that reduced repeat deficiencies.
- Led pre-drywall frame walks, educating homeowners on framing, MEP systems, and smart-home technology to build confidence and enhance the experience.

Senior Customer Care Representative

2010-2014

HEATHWOOD HOMES | GREATER TORONTO AREA

- Managed post-closing customer care files for new homeowners, triaging and coordinating warranty service requests from initial contact through resolution.
- Liaised with trade contractors and site personnel to schedule and verify repair completions within Tarion-regulated timelines.
- Maintained detailed customer records, ensuring accurate tracking of all open and closed warranty items.
- Consistently achieved high homeowner satisfaction scores through proactive communication and responsive follow-through.

Senior Customer Care Representative & After-Sale Design Coordinator

2000-2007

TRIDEL | TORONTO, ON

- Increased homeowner satisfaction by delivering high-quality after-sale support from firm sale through occupancy and warranty.
- Streamlined upgrade and design selections by coordinating finishes, custom options, and premium packages with the design studio and construction teams.
- Resolved escalated issues quickly and professionally, strengthening trust and reducing repeat concerns.
- Improved customer care operations by supporting new system rollouts and contributing to internal process documentation.
- Exceeded upgrade sales targets through strong product knowledge and consultative selling strategies.
- Boosted revenue per unit by guiding purchasers through high-value upgrade options and premium finishes.
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Sales Administrator

1997-2000

TRIDEL | MISSISSAUGA, ON

- Welcomed visitors to the sales centre and model homes with a friendly and polished greeting.
- Answered general inquiries and guided prospective buyers to sales advisors.
- Sales centre presentation — ensured the space stayed neat, organized, and ready for tours.
- Offered thoughtful service and refreshments to create a welcoming atmosphere.
- Oversaw visitor sign-ins and tracked activity throughout the day.
- Supported sales advisors with paperwork, data tasks, and contract organization.
- Prepared and shared key information packages for buyers.
- Responded to calls and emails quickly and professionally.
- Appointment & tour scheduling — scheduled and coordinated client visits and events.