



SHEILA M. JONES

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An accomplished executive with expertise in enhancing business performance, managing risk, conducting internal audits, and investigating fraud, offering a comprehensive approach to business operations. Demonstrated success in providing outstanding strategic planning, professional guidance, and decision-making support to organizations across diverse sizes and cultures in both public and private sectors. A pivotal change facilitator who employs innovative thinking and change management to advance process optimization, business planning, and performance metrics. A results-oriented leader who fosters transparency, accountability, and institutional knowledge by designing and executing effective monitoring and reporting frameworks for significant initiatives and projects.

BUSINESS EXPERIENCE

Business Improvement & Performance

- Implemented concepts and tools for Results Based Accountability, continuous improvement and change management and provided on-going support and guidance for performance measures, business plans and process reviews.
- Built a high-performing team focused on execution excellence, results-orientation, and a positive environment of accountability.

Internal Audit/Anti-Fraud

- Established standards-based internal audit function delivering high quality assessments of internal and management controls.
- Facilitated internal control self-assessments to empower staff to understand processes and strength of controls.
- Investigated alleged cases of occupational fraud and misappropriation to establish veracity

Risk Management

- Established objective centered risk management policy and procedures to support identification and assessment of risks.
- Facilitated risk assessments to empower staff in effectively managing risks.
- Strengthened the organization’s understanding of risk culture with training programs delivered to staff, management, and council members.

Governance & Accountability

- Co-designed accountability framework to establish risk-based approach to relationship management and oversight of partner agencies, boards and commissions and joint ventures.
- Created framework, process and tools for workplace teams to support effective use of resources, accomplishment of goals and oversight.

Career Experience

City of Burlington	Executive Director, Strategy, Risk & Accountability	2019 – 2024
	City Auditor	2009 – 2019
SMJ & Associates/Booker & Associates	Principal/Consultant	2007 – 2008
RBC Financial Group	Senior Manager Enterprise Operational Risk Assessments, Senior Manager Financial Controls, Manager Risk & Control Self-Assessment, Manager Business Technology Support, Audit Manager/Auditor	1986 – 2006

Education & Professional Development

Chartered Director, The Directors College, DeGroote School of Business	Certified Control Self Assessment, Institute of Internal Auditors
Certified Change Practitioner, Prosci	Certified Fraud Examiner, Association of Certified Fraud Examiners
Certification in Risk Management Assurance, Institute of Internal Auditors	Certified Internal Auditor, Institute of Internal Auditors
Certified Government Auditing Professional, Institute of Internal Auditors	Master of Business Administration, Queen’s University
	Bachelor of Commerce, Dalhousie University

Accountability Drives Outcomes