

# Sammy Lao

---

- Address: 95 North Park Rd, Vaughan ON
  - Email: sammy.lao@outlook.com
  - Linkedin: [ca.linkedin.com/in/sammylao](https://ca.linkedin.com/in/sammylao)
  - Tel: 647-745-8328
- 

## Summary

- 10+ years in technical writing
- Successful implementation of software and production systems
- Kickstarted the implementation of compliance programs

## Work Experience

### Desjardins Financial Security

#### **Contract Writer - 2014 to Present**

- Wrote internal documentation, how-to, and style guide
- Wrote insurance policies, employee booklets, and financial agreements
- Developed document templates for manuals, financial agreements, and brochures

### Weston Forest Group

#### **Technical Writer - 2008 to 2014**

- Implemented company-wide ERP system
- Created project documentation, requirements, timeline for company-wide systems implementation
- Setup new regulatory compliance programs: Forest Stewardship Council (FSC), CT-PAT and ISPM-15
- Created standard operating procedures for accounting and finance department
- Created work flow diagrams for existing and planned processes
- Created curriculum and learning material for employee training

**Jr. Technical Writer - 2007 (4-month internship)**

- Developed internal user guides for back office employees
  - Developed corporate IT usage guideline for technology resources
  - Documented business critical procedures for the IT department
- 

**Education**

Seneca College

**Graduate Certificate in Technical Communication - 2007**

Queen's University

**Bachelor of Arts - 2004**