Sammy Lao

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Work Experience

Weston Forest Group

Technical Writer

March 2008 to Present

- Draft operational policies
- Convert approved policies into work breakdown structures
- Create user manuals for software systems
- Create planning documents for software implementation
- Create curriculum and teach users on software systems
- Co-ordinate industry and regulatory programs: FSC, SFI, C-TPAT, ISPM 15
- Create project documentation, requirements, timeline for company-wide systems implementation

Process Analyst

July 2008 to Dec 2009

- Create standard operating procedures
- Create work flow diagrams for existing and planned processes
- Create curriculum material for employee training
- Implemented custom company-wide ERP system

Jr. Technical Writer (Internship)

Jan 2007 to April 2007

- Develop an internal user guides for back office employees
- Develop company’s official IT usage guideline for technology resources
- Document business critical procedures for the IT department

Free Geek Toronto

Technology Officer

June 2011 to February 2012

- Consult on technical hardware sales
- Coordinate volunteers interested in technology
- Create IT security policies
- Implement a Customer Relationship Management System
- Manage database systems

Webmaster - Social Media

Dec 2009 to Jun 2011

- Manage Drupal instance
- Administrate email system and mass mailing list
- Create use case documents for existing software resources

Happy Hours School of Bartending

Instructor

2005 - 2007

- Teach the Smart Serve Ontario certification program for alcohol service
- Develope syllabus for instruction
- Proctor for written examination

Computershare Fund Services

Proxy Agent

2006

- Explain changes to fund investments in a clear and understandable manner

Regent Park Focus

Community Reporter

2005

- Write print stories for youths between 13–24 years
- Co-host a weekly audio segment in the Regent Park community

Education

Seneca College

Graduate Certificate in Technical Communication

2007

Queen's University

Bachelor of Arts in Political Studies

2004

Skills

- Technical Writing
- Policy
- Process Mapping
- Training & Development
- Social Media
- Teaching
- Customer Relations
- Strategic Planning
- Problem Solving
- Sharepoint
- Editing
- Visio
- OmniGraffle
- User Flows
- Paper Prototyping
- Affinity Diagramming
- User Acceptance Testing
- UAT coordination
- Process
- Requirements Gathering
- Use Case Analysis
- XML
- Adobe Framemaker
- Adobe Pagemaker
- Adobe Photoshop
- Microsoft Outlook
- Microsoft Office
- Microsoft Visio
- HTML
- Adobe CS suite
- wiki
- CMS
- Wordpress
- Drupal
- LMS (Learning Management System)
- Moodle
- Openoffice
- Markdown
- Style guide
- VIM
- Visio
- Omnigraffle
- OmniPlan
- Gantt Charts
- Quality Manual
- Compliance Program
- Quality Assurance Program
- Compliance auditing
- Smoothwall
- Single-sourcing
- Linux

- Adobe Acrobat
- Madcap Flare
- HTML
- Twitter
- Facebook