

Sammy Lao-----85 Roseheath Drive Vaughan Ontariosammy.lao@outlook.comTwitter: @razorgotoWork Experience -----#### Weston Forest Group####
 Technical WriterMarch 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 OfficerJune 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 MediaDec 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#### Instructor2005 - 2007- Teach the Smart Serve Ontario certification program for alcohol service- Develop 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 Reporter2005- 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 Communication2007#### Queen's University #### Bachelor of Arts in Political Studies2004 *
 * * *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