# Sammy Lao

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| Contact Me |  |
| Address | 85 Roseheath Drive |
| Email | sammy.lao@outlook.com |
| Twitter | @razorgoto |
| Tel | 416-832-8000 |

# 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 with Visio
* Create curriculum material for employee training
* Implement custom company-wide ERP system

### Jr. Technical Writer (Internship)

Jan 2007 to April 2007

* Develop an internal user guides for back office employees
* Develop corporate IT usage guideline for technology resources
* Document business critical procedures for the IT department

## Computershare Fund Services

### Proxy Agent

2006

* Explain changes to fund investments in a clear and understandable manner
* Assist clients with their mutual fund accounts
* Guide customers with their investments
* Answer phone calls regarding account activity

## 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

## Canada Border Services Agency

### Customs Inspector

2002

* Greet and interviews travellers
* Check documents to make sure all travellers are eligible for entry
* Check all goods are declared and applicable duties are collected
* Check animals and plants are admissible into Canada

# Education

## Seneca College

### Graduate Certificate in Technical Communication

2007

* Learn to design, research, draft, edit and produce technical documents for a wide range of audiences and purposes

## Queen's University

### Bachelor of Arts in Political Studies

2004

* Learn to speak and write clearly

# Skills

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| --- | --- | --- | --- |
| * Technical Writing | * Corporate Policy | * Process Mapping | * Training & Development |
| * Social Media | * Teaching | * Customer Relations | * Strategic Planning |
| * User Flows | * Paper Prototyping | * Affinity Diagramming | * User Acceptance Testing |
| * UAT coordination | * Process | * Requirements Gathering | * Use Case Analysis |
| * Microsoft Outlook | * Microsoft Office | * Microsoft Visio | * HTML |
| * Adobe CS suite | * wiki | * CMS | * Wordpress |
| * Drupal | * LMS (Learning Management System) | * Moodle | * Openoffice |
| * Experienced Business Analyst | * Business Process Mapping | * Customer Service | * Employee Training |
| * Microsoft Word | * Process Improvement | * Entrepreneurship | * Microsoft Excel |