# 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
* 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

## Free Geek Toronto

### Executive Director

February 2012 – April 2013

* Ensure ongoing program excellence, fundraising, and consistent quality of finance and administration
* Engage and energize volunteers, board members, partnering organizations and funders
* Oversee the implementation of a Learning Management System
* Develop, maintain, and support a strong board of directors

### Chief Technology Officer

June 2011 to February 2012

* Consult on technical hardware sales
* Coordinate tech-driven volunteers
* Create IT security policies
* Implement a Customer Relationship Management System (CRM)
* Manage Volunteer Management system

### Webmaster - Social Media & Outreach

Dec 2009 to Jun 2011

* Manage Drupal instance
* Implement a new email system
* Create use case documents for existing software resources
* Organize Toronto Linuxfest

## Happy Hours School of Bartending

### Trainer

2005 - 2007

* Teach the Smart Serve Ontario certification program for alcohol service
* Teaching/showing the tricks of the trade to aspiring bartenders
* Entertain and inspire corporate clients at events
* Create, organize and execute promotional events
* Develop syllabus and training material for instruction

## 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

|  |  |  |  |
| --- | --- | --- | --- |
| * Technical Writing | * Corporate Policy | * Process Mapping | * Training & Development |
| * Social Media | * Teaching | * Customer Relations | * Strategic Planning |
| * Problem Solving | * Sharepoint | * Editing | * Visio |
| * 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 |
| * OmniPlan | * Gantt Charts | * Quality Manual | * Compliance Program |
| * Quality Assurance Program | * Compliance Auditing | * Smoothwall | * Single-sourcing |
| * Linux | * Adobe Acrobat | * Madcap Flare | * Twitter |
| * Experienced Business Analyst | * Business Process Mapping | * Customer Service | * Employee Training |
| * Training | * Program Management | * FrameMaker | * Technical Communication |
| * Technical Documentation | * Online Help | * Project Planning | * Content Management |
| * Manuals | * Interviews | * Software Documentation | * Business Process |
| * Microsoft Word | * Process Improvement | * Entrepreneurship | * Microsoft Excel |