# Sammy Lao

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

# Work Experience

## 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

# 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 |