# **Sammy Lao**

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# **Relevant Work Experiences**

## **Weston Forest Group**

**Technical Writer**

March 2008 to Present

* Create curriculum plan, teach users on software systems, and evaluate outcomes
* 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
* Convert approved policies into work breakdown structures
* Create and maintain user manuals for software systems
* Create planning documents for software implementation

**Jr. Technical Writer (Internship)**

Jan 2007 to April 2007

* Develop internal user guides for back office employees
* Develop corporate IT usage guideline for technology resources
* Document business critical procedures for business continuity and disaster preparedness

# **Other Work Experiences**

## **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

**Canada Border Services Agency**

**Customs Inspector**

2002

* Check travel documents to make sure all travellers are eligible for entry
* Check all goods are declared and applicable duties are collected

# **Education**

## **Seneca College**

Graduate Certificate in Technical Communication (2007)

## **Queen's University**

Bachelor of Arts in Political Studies (2004)