Sammy Lao

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# About Me

* I am a certified Technical Writer with seven years of experience. I have a deep interest in open source technology, quality management systems, and collaborative culture.

# Relevant Work Experiences

## Weston Forest Group

**Technical Writer** March 2008 to Present

* Create user manuals, quick start guides, service guides, and work breakdown procedures (Tools used: Word, Powerpoint, Madcap Flare, Pandoc.)
* Take photos, screenshots (Snagit), screencasts (Camtasia), and videos
* Create charts, diagrams, and drawings in Visio and Omnigraffle
* Perform hands-on testing of existing procedures
* Create project plan, gather technical requirements, manage timeline, and bug tracking
* Create a testing plan for User Acceptance Testing for a new software rollout

**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

**Jr. Technical Writer (Internship)** Jan 2007 to April 2007

* Develop quick start guides for back office employees
* Develop corporate IT usage guideline for technology resources
* Document business critical procedures for the IT department
* Manage the existing document library

# Education

## Seneca College

### Graduate Certificate in Technical Communication (2007)

* TCN709 - Introduction To Framemaker
* TCN808 - FrameMaker II (TCN808)
* TCN811 - Single Sourcing

## Queen's University

### Bachelor of Arts in Political Studies (2004)

# Relevant Skills

* Adobe Framemaker
* Adobe InDesign
* Techsmith Snagit
* Mediawiki
* Redmine
* Sharepoint
* Drupal
* Wordpress
* Madcap Flare
* Scrivener
* Moodle
* Quicktime