# **Sammy Lao**

| **Contact Me** |  |
| --- | --- |
| Address | 85 Roseheath Drive |
| Email | [sammy.lao@outlook.com](mailto:sammy.lao@outlook.com) |
| Twitter | @razorgoto |
| Tel | 416-832-8000 |

# **Objective**

I am a skilled technical writer with 7 years of experience. I have Excellent written and oral communication skills, strong problem solving and analytical skills, and strong attention to detail.

# **Relevant Work Experiences**

## Weston Forest Group

### Technical Writer March 2008 to Present

* Created communications program plan, teach users on software systems, and validate outcomes
* Co-ordinated industry and regulatory programs: FSC, SFI, C-TPAT, ISPM-15
* Created project documentation, requirements, timeline for company-wide systems implementation

### Process Analyst July 2008 to Dec 2009

* Created communications program plan for employee training
* Created standard operating procedures
* Created work flow diagrams for existing and planned processes
* Converted approved policies into simple to follow work breakdown structures
* Maintained software systems knowledgebase

## Free Geek Toronto

### Chief Technology Officer June 2011 to February 2012

* Orientated, assessed, and tech-driven volunteers (volunteer intake)
* Provided mentoring and coaching to new staff
* Implemented a customer relationship management system (SugarCRM)
* Managed and implemented a customized volunteer management system

### Social Media & Outreach Dec 2009 to Jun 2011

* Organized monthly guest speakers events, socials, movie nights, and networking events
* Organized the Toronto Linuxfest -- an academic and industry event with 200 participants and 20 speakers
* Provided skills training, counseling support, and referrals for program participants
* Implemented a e-newsletter and new website (WordPress)

## Computershare Fund Services

### Mutual Fund Agent 2006

* Explained changes to fund investments in a clear and understandable manner
* Assisted clients with their mutual fund accounts
* Guided customers with their investments
* Answered phone calls regarding account activity

# **Education**

## Seneca College

Graduate Certificate in Technical Communication (2007)

## Queen's University

Bachelor of Arts in Political Studies (2004)