# Sammy Lao

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# Work Experience

## Desjardins Financial Security Life Assurance Company

### Contract Writer - ‑2014 to Present

Create insurance policies, employee booklets, and financial agreements

Develop and maintain document templates for manuals, brochures, and templates

Liaise with the Sales, Legal and Marketing departments

## Weston Forest Group

### Technical Writer­­­ - 2008 to 2014

Create policies and work breakdown structures

Co‑ordinate industry and regulatory programs: FSC, SFI, and ISPM‑15

Implemented security policy in compliance with the Homeland Security Customs Trade Partnership Against Terrorism

Create project documentation, requirements, timeline for company-wide systems implementation

### Process Analyst - 2008 to 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 – 2007 (4-month Internship)

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

# Education

## Queen's University

### Bachelor of Arts in Political Studies - 2004