Sammy Lao

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# Work Experience

## Desjardins Financial Security Life Assurance Company

### Contract Writer ‑ September 2014 to Present

* Create insurance policies and financial agreements
* Convert approved plan documents into agreements for implementation
* Interpret terminology
* Identify and assemble correct information from the database
* Develop and maintain a database of contract wordings, manuals, brochures, and contract templates
* Liaise with the Sales, Legal and Marketing departments

## Weston Forest Group

### Technical Writer­­­ - March 2008 to August 2014

* Draft operational policies
* Create policies and work breakdown structures
* Create user manuals for software systems
* Create planning documents for software implementation
* Create curriculum and teach users on software systems
* 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

### Jr. Technical Writer (Internship) - Jan 2007 to April 2007

* 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

## Happy Hours School of Bartending

### Trainer - 2005 to 2007

* Teach the Smart Serve Ontario certification program for alcohol service
* Teaching/showing the tricks of the trade to aspiring bartenders
* Entertain and inspire corporate clients at events
* Create, organize and execute promotional events
* Develop syllabus and training material for instruction

## 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

# 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