# Sammy Lao

| **Contact Me** |  |
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# Relevant Work Experiences

## Weston Forest Group

### Technical Writer

March 2008 to Present

* Create swimlane diagrams, process flow charts, and work breakdown structure for existing and planned processes
* Create planning documents (requirements document, timeline, gantt charts) for software implementation
* Create project cost estimate (Excel)
* Create curriculum plan, teach users on software systems, and evaluate outcomes

### Process Analyst

July 2008 to Dec 2009

* Develop standard operating procedures for a small financial department with the Director of Finance
* Present new ERP system for approval with senior managers
* Create presentation slides in PowerPoint for employee training
* Work with developers to document program features and highlights
* Train employees in large session on new software systems

### 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
* Develop a standard template for Microsoft Word
* Manage the existing knowledgebase
* Resolve common support tickets and escalate when necessary to Help Desk II

# Education

## Seneca College

Graduate Certificate in Technical Communication (2007)

## Queen's University

Bachelor of Arts in Political Studies (2004)