# Sammy Lao

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## Work Experience

### Weston Forest Group

#### Technical Writer

March 2008 to Present

* Draft operational policies
* Convert approved policies into 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
* Implemented custom company-wide ERP system

#### Jr. Technical Writer (Internship)

Jan 2007 to April 2007

* Develop an internal user guides for back office employees
* Develop company’s official IT usage guideline for technology resources
* Document business critical procedures for the IT department

### Free Geek Toronto

#### Technology Officer

June 2011 to February 2012

* Consult on technical hardware sales
* Coordinate volunteers interested in technology
* Create IT security policies
* Implement a Customer Relationship Management System
* Manage database systems

#### Webmaster - Social Media

Dec 2009 to Jun 2011

* Manage Drupal instance
* Administrate email system and mass mailing list
* Create use case documents for existing software resources

### Happy Hours School of Bartending

#### Instructor

2005 - 2007

* Teach the Smart Serve Ontario certification program for alcohol service
* Develope syllabus for instruction
* Proctor for written examination

### Computershare Fund Services

#### Proxy Agent

2006

* Explain changes to fund investments in a clear and understandable manner

### Regent Park Focus

#### Community Reporter

2005

* Write print stories for youths between 13–24 years
* Co-host a weekly audio segment in the Regent Park community

## Education

### Seneca College

#### Graduate Certificate in Technical Communication

2007

### Queen's University

#### Bachelor of Arts in Political Studies

2004

## Skills

* Technical Writing
* Policy
* Process Mapping
* Training & Development
* Social Media
* Teaching
* Customer Relations
* Strategic Planning
* Problem Solving
* Sharepoint
* Editing
* Visio
* OmniGraffle
* User Flows
* Paper Prototyping
* Affinity Diagramming
* User Acceptance Testing
* UAT coordination
* Process
* Requirements Gathering
* Use Case Analysis
* XML
* Adobe Framemaker
* Adobe Pagemaker
* Adobe Photoshop
* Microsoft Outlook
* Microsoft Office
* Microsoft Visio
* HTML
* Adobe CS suite
* wiki
* CMS
* Wordpress
* Drupal
* LMS (Learning Management System)
* Moodle
* Openoffice
* Markdown
* Styl guide
* VIM
* Visio
* Omnigraffle
* OmniPlan
* Gantt Charts
* Quality Manual
* Compliance Program
* Quality Assurance Program
* Compliance auditing
* Smoothwall
* Single-sourcing
* Linux
* Adobe Acrobat
* Madcap Flare
* HTML
* Twitter
* Facebook