Sammy Lao=========85 Roseheath Drive Vaughan Ontariosammy.lao@outlook.comTwitter: @razorgotoWork Experience ---------------### Weston Forest Group#### Technical WriterMarch 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 OfficerJune 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 MediaDec 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#### Instructor2005 - 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 Reporter2005- 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 Communication2007### Queen's University #### Bachelor of Arts in Political Studies2004* \* \* \* \*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- Style 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