

Ana (Fletcher) Galeano

Director of Operations | Operations Leader | Systems Builder

 <https://fdgportfolio.xyz/>

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Summary

I build and optimize the structure that growing companies run on. I've led teams of 50+, managed 13 active projects at once, rebuilt documentation ecosystems, and helped founders turn messy workflows into simple and predictable operations. I thrive in trust and autonomy. I deliver results rather than hours.

Ops Strengths:

- Team leadership (2-50+ people)
- Multi-project coordination
- Process and workflow design
- Turning unclear work into simple systems
- Removing operational bottlenecks
- Clear communication across departments
- High-pressure decision-making
- Founder support and execution alignment

Experience

DLE Event Group

September 2025 - November 2025

Remote (NYC, USA)

Director of Operations and Project Execution

<https://www.dleeventgroup.com/>

I was hired to make things happen. There were many plans but not a lot of execution-savviness. That's where I came in.

Wondering about the timeline? Ask me!

TWL S.A.S.

January 2020 - November 2020

Cali, Colombia

Internal Control Manager

<https://thewebelab.com/en/>

- Position reached through promotion after having been Project Manager for over a year at the same company.
- Identified control gaps in processes, procedures and systems through in-depth research and assessment and suggested methods for improvement.
- Performed strategic planning, execution and finalization of audits.

TWL S.A.S

December 2018 - January 2020

Cali, Colombia

Project Manager

<https://thewebelab.com/en/>

- Worked hand-in-hand with board of directors to audit entire staff and keep all departments working in optimal manner.
- Implemented quality assurance system for company projects.
- Led team of over 52 people focused on 13 different projects.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.

Qount

June 2025 - September 2025

Remote

Technical Writer

<https://qount.io>

- Migrate the legacy documentation into Hubspot.
- Establish writing guidelines and perform an audit of the legacy docs.
- Start rebuild of legacy docs.
- Create release notes and other current documentation.

Superna

November 2023 - February 2025

Remote

Documentation Team Lead (& Project Coordinator)

<https://superna.io/>

- Established company-wide writing, image, and diagram standards to ensure consistency across documentation.
- Effectively communicated complex concepts in simple terms through clear writing.
- Led a team of two other writers and provided guidance through various obstacles.
- Facilitated cross-functional collaboration between documentation, dev, and product teams.
- Owned sprint planning, backlog refinement, and task delegation using Agile methodologies to ensure timely deliverables.

Traze

November 2020 - November 2023

Remote

Documentation Engineer

<https://www.trazesoftware.com/>

- Planned, designed, and created Knowledge Base for Traze web and mobile apps.
- Worked constantly alongside Subject Matter Experts to enrich Knowledge Base.
- Redesigned the documentation workflow, ensuring more detailed input from SMEs and a final quality-checking step for accuracy.
- Recognized by a client for delivering high-quality documentation, leading them to choose my work over hiring an external documentation firm.

Projects

TWL Family of Projects

December 2018 - January 2020

13 projects that were being executed simultaneously in different levels of maturity

- 13 direct reports and 50+ indirect reports.
 - Projects about: Marketing and design, charity work, Virtual Reality, and more.
- Data analysis over time
- Budget management
- Forecasts and Gantt Charts

Superna Documentation Rebuild

November 2023 - February 2025

Use the outdated and difficult to understand legacy documentation to produce a new

set of docs

<https://docs.superna.io/>

- Writing guidelines designed
- Applied docs-as-code workflow
- 100+ articles
- Led a team of 2 other writers

Traze Documentation

November 2020 - November 2023

Portal from scratch

<https://trazedocumentation.refined.site/space/TKDB>

- Writing standards designed
- Image (and image marking) standards designed
- Confluence used
- 250+ articles created
- Still in use today by the company

Additional Experience

Less recent roles

- English Teacher at EAFIT University: 2013-2018
- Engineering Intern in the textile industry: 2014
- Manager of a popular (600k+ members) Nintendo forum 2008-2012

Skills

Documentation Workflow Optimization

WYSIWYG Editors

Docs-as-Code Methodology

Attention to Detail

Teaching and Seminar Leading

Project Management

AI Prompt Design

Confluence

Jira

Monday.com

Jekyll

GitHub

Education

EAFIT University

Bachelor of Science

Production Engineering

4.15 GPA

Languages

English

Native

Spanish

Native