Ana (Fletcher) Galeano

Project Manager | Agile Documentation Leader | Bilingual (EN/ES)

🏠 https://fdgportfolio.xyz/

Location: Colombia fdanilogamu@gmail.com

Summary

Experienced documentation leader and project manager with a strong background in remote team leadership, knowledge-base creation, and Agile documentation workflows. My expertise in clear communication and technical writing, *combined with a background in teaching*, enables me to simplify complex concepts and implement efficient, user-focused documentation processes.

Experience

Superna
Documentation Team Lead (& Project Coordinator)
https://superna.io/

November 2023 - February 2025
Remote

- 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.

Traze
Documentation Engineer (& Project Coordinator)
https://www.trazesoft.com/

November 2020 - November 2023
Remote

- Planned, designed, and created Knowledge Base for Traze web and mobile apps.
- Worked constantly alongside Subject Matter Experts to enrich Knowledge Base.
- Developed Troubleshooting section in Knowledge Base as personal project.
- 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.

TWL S.A.S.
Internal Control Manager
https://theweblab.com/en/

January 2020 - November 2020
Cali, Colombia

- 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
Project Manager
https://theweblab.com/en/

December 2018 - January 2020
Cali, Colombia

- 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.

Projects

Superna Documentation Rebuild
Use the outdated and difficult to understand legacy documentation to produce a new set of docs
https://docs.superna.io/

November 2023 - February 2025

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

Traze Documentation
Portal from scratch
https://trazedocumentation.refined.site/space/TKDB

November 2020 - November 2023

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

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

December 2018 - January 2020

- 13 direct reports and 50+ indirect reports.
- Data analysis over time
- Budget management
- Forecasts and Gantt Charts

Additional Experience
Less recent roles

- English Teacher: 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

Education

EAFIT University
Production Engineering
4.15 GPA

Bachelor of Science

Languages

English
Native

Spanish
Native