

Ana (Fletcher) Galeano

Project Manager | Agile Documentation Leader | Technical Writer

Location: Colombia

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Profile

Project Manager with expertise in Agile documentation, stakeholder coordination, and cross-functional leadership. Skilled in optimizing workflows, leading remote teams, and driving successful knowledge base development for SaaS and enterprise platforms. My background in teaching, paired with my clear communication style, allows me to simplify complexity and align teams across functions.

Education

EAFIT University — Bachelor of Science in Production Engineering

4.15 GPA

Graduation Year: 2016

Professional Experience

Superna — *Documentation Team Lead & Project Coordinator*

Remote | November 2023 – February 2025

- Established company-wide documentation standards (writing, imagery, diagrams).
- Led a team of 2 writers; provided mentorship and guidance.
- Owned Agile sprint planning, backlog grooming, and task delegation.
- Facilitated collaboration between documentation, development, and product teams.
- Translated complex product behavior into clear user-facing content.

Traze — *Documentation Engineer*

Remote | November 2020 – November 2023

- Built a knowledge base for web/mobile apps from scratch (250+ articles).
- Collaborated closely with SMEs to capture and document product knowledge.
- Created troubleshooting and support content as an independent initiative.
- Designed internal documentation workflows, raising accuracy and quality.
- Earned client praise that led them to select in-house docs over external vendors.

TWL S.A.S. — Internal Control Manager
Cali, Colombia / January 2020 – November 2020

- Promoted from Project Manager to evaluate and improve internal systems.
- Identified process gaps and conducted in-depth audits.
- Designed control strategies and improvement roadmaps.

TWL S.A.S. — Project Manager
Cali, Colombia / December 2018 – January 2020

- Led 13 projects simultaneously with over 50 team members.
- Implemented quality assurance processes across all projects.
- Audited company operations directly with board-level stakeholders.

Key Projects

Superna Documentation Rebuild

Nov 2023 – Feb 2025 / <https://docs.superna.io/>

- Migrated legacy documentation to a new docs-as-code system.
- Developed internal writing guidelines and visual content standards.
- Delivered 100+ articles and led a 3-person writing team.

Traze Documentation Portal

Nov 2020 – Nov 2023 / <https://trazedocumentation.refined.site/space/TKDB>

- Built entire documentation portal using Confluence.
- Defined style guides for text and annotated imagery.
- Portal remains in use as primary support content.

TWL Family of Projects

Dec 2018 – Jan 2020

- Oversaw 13 varied projects across marketing, charity, and VR.
- Managed data analysis, budgeting, and project forecasting.

Skills

Project Management | Technical Writing | Agile/Scrum | Docs-as-Code | Documentation Standards | Confluence | Jira | Monday.com | MS Project | Power BI | AI Prompt Design | Attention to Detail | Team Leadership | Knowledge Base Development

Languages

- **English:** Native
- **Spanish:** Native

Additional Experience

- **English Teacher** (2013–2018)
- **Engineering Intern** in textile industry (2014)
- **Nintendo Forum Manager** – 600k+ members (2008–2012)

Portfolio

Available at <https://fdgportfolio.xyz/>