Ana (Fletcher) Galeano
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Profile

Technical writer with over 5 years of experience designing, building, and managing user-centric documentation ecosystems. I've led large-scale documentation projects for SaaS, enterprise platforms, and internal tools. I'm a writer who thrives in technical spaces—working directly with engineers, product teams, and stakeholders to turn complexity into clarity. Whether it's structuring a knowledge base from scratch or aligning cross-functional teams on docs-as-code workflows, I'm most at home where language meets logic.

Education

EAFIT University: Bachelor of Science in Production Engineering
4.15 GPA
Graduation Year: 2016

Professional Experience

Superna: *Lead Technical Writer & Documentation Coordinator*
Remote | November 2023 – February 2025

- Rebuilt company documentation from legacy systems to a modern, docs-as-code framework.
- Authored 100+ user guides, product overviews, and how-to articles.
- Created and enforced writing, diagramming, and formatting standards.
- Led a team of two writers; facilitated onboarding, mentoring, and collaboration.
- Collaborated directly with developers and product managers to ensure technical accuracy.

Traze: *Documentation Engineer*
Remote | November 2020 – November 2023

- Planned and created the entire knowledge base for web and mobile apps.
- Produced over 250 articles, including troubleshooting content, admin guides, and user flows.
- Designed standards for writing, visual content, and tagging for discoverability.

- Worked alongside SMEs and QA to capture tribal knowledge and support scalability.
- Documentation was praised by a client and chosen over external vendor options.

TWL S.A.S.: *Project Manager (Documentation Emphasis)*
Cali, Colombia | December 2018 – January 2020

- Audited internal communication flows and implemented structured documentation processes.
- Supported team leads in creating repeatable templates and process maps.
- Introduced basic knowledge management practices for training and handoffs.

Key Projects

Superna Documentation Rebuild
Nov 2023 – Feb 2025 | https://docs.superna.io/

- Migrated outdated documentation into a unified, searchable portal.
- Developed 100+ articles and style guides; introduced image consistency standards.
- Led two writers; integrated docs-as-code and version control systems.

Traze Knowledge Base
Nov 2020 – Nov 2023 | https://trazedocumentation.refined.site/space/TKDB

- Built documentation from the ground up using Confluence.
- Defined tone, structure, and tagging systems for scale.
- Still in use as primary customer-facing documentation hub.

TWL Internal Processes Documentation
Dec 2018 – Jan 2020

- Standardized recurring operations with documentation templates and SOPs.
- Helped reduce onboarding time and cross-department friction.

Additional Experience

English Teacher: *2013–2018*

- Specialized in simplifying complex grammar and concepts across age groups.
- Developed custom learning materials, reinforcing clarity and pedagogy.
- This experience fuels my ability to write documentation that meets users where they are.

Engineering Intern, Textile Industry: *2014*

- Conducted efficiency analysis; created process diagrams and improvement reports.

Manager, Nintendo Forum (600k+ users): *2008–2012*

- Wrote moderator procedures, FAQs, and support content.
- Experience moderating user-generated content and support forums.

Skills

Technical Writing | Docs-as-Code | Knowledge Base Design | Documentation Standards | Confluence | Jira | Git | Markdown | Visual Documentation | AI Prompt Design | Developer Collaboration | Teaching & Audience Awareness

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Languages

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