Ana (Fletcher) Galeano
Project Manager | Agile Documentation Leader | Technical Writer
Colombia
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Profile

I'm a natural project manager with a sharp eye for process and people. Over the years, I've organically grown into roles that demand coordination, clarity, and leadership even before I had the title to prove it. I bring structure to chaos, empathy to cross-functional teams, and tenacity to complex challenges. I've led remote teams, built documentation ecosystems from scratch, and helped fast-moving companies find their rhythm.
What I need now is the right team willing to believe in what I already know I can do.

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 for writing, visuals, and diagrams.
- Led a team of 2 writers, mentoring them through obstacles and tight timelines.
- Managed Agile ceremonies, including sprint planning and backlog grooming.
- Served as bridge between documentation, product, and dev teams.
- Translated complex system behavior into clear, user-facing content.

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

- Built the knowledge base for web and mobile apps (250+ articles).
- Created standards for writing and visual documentation.
- Developed troubleshooting documentation as an initiative beyond scope.
- Collaborated closely with SMEs and product teams for source accuracy.
- Client preferred internal docs over external vendor, citing clarity and usability.

TWL S.A.S.: *Internal Control Manager*
Cali, Colombia | January 2020 – November 2020

- Promoted from Project Manager after demonstrating leadership and strategic insight.
- Identified process and control gaps; led audits and proposed improvements.
- Streamlined workflows across finance, HR, and operations.

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

- Managed 13 active projects across departments and disciplines.
- Led over 50 team members with 13 direct reports.
- Implemented QA systems to ensure consistent project outcomes.
- Reported directly to board of directors and advised on company operations.

Key Projects

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

- Overhauled legacy documentation system.
- Created 100+ new articles with a team of 3.
- Designed company-wide style guides and adopted docs-as-code workflow.

Traze Documentation Portal
Nov 2020 – Nov 2023 | https://trazedocumentation.refined.site/space/TKDB

- Built portal from scratch in Confluence.
- Created documentation structure, writing standards, and image guides.
- The portal is still in use today by the company.

TWL Family of Projects
Dec 2018 – Jan 2020

- Oversaw diverse projects: marketing, VR, charity, and more.
- Tracked metrics, budgets, and schedules using Gantt charts and forecasting tools.

Teaching & Early Experience

English Teacher: *2013–2018*

- Taught ESL to learners of all ages; designed custom curriculum and assessments.
- Developed a strong sense of audience and how to explain complex ideas clearly.
- Reinforced my ability to stay calm under pressure, adapt quickly, and meet people where they are.

Engineering Intern, Textile Industry: *2014*

- Conducted production line efficiency analysis and proposed workflow optimizations.

Manager, Nintendo Forum: *2008–2012*

- Managed a 600k+ member forum, overseeing community guidelines and team dynamics.
- Early experience in conflict resolution, user support, and remote team coordination.

Skills

Project Management | Agile | Technical Writing | Docs-as-Code | Confluence | Jira | Monday.com | MS Project | Power BI | AI Prompt Design | QA Systems | Team Leadership | Cross-Functional Communication | Workflow Optimization

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Languages

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