

Ana (Fletcher) Galeano

Director of Operations | Operations Leader | Systems Builder

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Summary

I design the operational backbone that companies grow into.

My work sits at the intersection of documentation, systems design, and workflow optimization. I identify where knowledge, tools, and decision-making drift out of alignment, and build structures that make teams faster, clearer, and less dependent on any single person.

In past roles, I have reduced onboarding time by 45%, stabilized documentation across cross-functional teams of 50+ people, built reusable knowledge systems (including executive-facing AI tools), and created dashboards that translated operational noise into strategic clarity.

I work best in environments that already have motion but need refinement, where processes “work” but create hidden friction. I focus on improving knowledge logistics, handoffs, onboarding integrity, and operational visibility so leaders can step out of reactive loops and teams can operate independently.

Profiles

Online Portfolio

<https://fdgportfolio.xyz/>

Experience

DLE Event Group

Remote (NYC, USA)

Director of Operations and Project Execution

September 2025 - November 2025

- Helped the founder move from ideas to execution by creating clear processes
- Brought structure to daily operations so the company could run without constant intervention
- Improved coordination between sales, production, and client-facing work
- Set up simple systems that reduced confusion and repeated tasks

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

TWL S.A.S.

Cali, Colombia

Project Manager / Internal Control Manager (Promotion)

December 2018 - November 2020

- Oversaw 13 simultaneous projects across multiple departments
- Led 50+ staff (direct + indirect)
- Audited company operations and worked directly with the CEO and board
- Built internal processes that kept projects moving and reduced miscommunication
- Identified operational gaps and recommended practical improvements

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

Qount

Remote

Technical Writer (Operational Documentation)

June 2025 - September 2025

- Rebuilt documentation used by support, product, and engineering
- Created clear guidelines that improved consistency and reduced onboarding time
- Migrated legacy systems into HubSpot
- Helped the team remove repeated back-and-forth by structuring information properly

<https://qount.io>

Superna

Documentation Team Lead (& Project Coordinator)

Remote

November 2023 - February 2025

- Rebuilt documentation ecosystem used across the entire company
- Managed two writers and removed roadblocks so they could deliver
- Improved cross-team communication between dev, product, and cs
- Introduced standards that created clarity and reduced confusion

<https://superna.io/>

Traze

Documentation Engineer

Remote

November 2020 - November 2023

- Built a complete knowledge base from scratch (250+ articles)
- Reduced dependency on SMEs by capturing tribal knowledge
- Created workflows that helped every department work from the same source of truth
- Delivered documentation so clear that a client chose it over an external firm.

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

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

Confluence

Jira

Monday.com

Jekyll

GitHub

Make.com

Hubspot

Go High Level

Cassidy AI

Education

EAFIT University

Production Engineering

Bachelor of Science • 4.15 GPA

Languages

English

Native

Spanish

Native