Ana (Fletcher) Galeano

Director of Operations | Operations Leader | Systems Builder

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https://fdgportfolio.xyz/

Summary

I build and optimize the structure that growing companies run on. I've led teams of 50+, managed 13 active projects at once, rebuilt documentation ecosystems, and helped founders turn messy workflows into simple and predictable operations. I thrive in trust and autonomy. I deliver results rather than hours.

Ops Strengths:

- Team leadership (2–50+ people)
- Multi-project coordination
- Process and workflow design
- Turning unclear work into simple systems
- Removing operational bottlenecks
- Clear communication across departments
- High-pressure decision-making
- Founder support and execution alignment

Experience

DLE Event Group   September 2025 - November 2025
Director of Operations and Project Execution   Remote (NYC, USA)
https://www.dleeventgroup.com/

- 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

TWL S.A.S.   December 2018 - November 2020
Project Manager / Internal Control Manager (Promotion)   Cali, Colombia
https://theweblab.com/en/

- 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

Qount   June 2025 - September 2025
Technical Writer (Operational Documentation)   Remote
https://qount.io

- 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

Superna   November 2023 - February 2025
Documentation Team Lead (& Project Coordinator)   Remote
https://superna.io/

- 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

Traze   November 2020 - November 2023
Documentation Engineer   Remote
https://www.trazesoft.com/

- 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 firmthem to choose my work over hiring an external documentation firm.

Projects

TWL Family of Projects   December 2018 - January 2020
13 projects that were being executed simultaneously in different levels of maturity

- 13 direct reports and 50+ indirect reports.
  - Projects about: Marketing and design, charity work, Virtual Reality, and more.
- Data analysis over time
- Budget management
- Forecasts and Gantt Charts

Superna Documentation Rebuild   November 2023 - February 2025
Use the outdated and difficult to understand legacy documentation to produce a new set of docs
https://docs.superna.io/

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

Traze Documentation   November 2020 - November 2023
Portal from scratch
https://trazedocumentation.refined.site/space/TKDB

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

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

Attention to Detail	Project Management	AI Prompt Design	Confluence
Jira	Monday.com	Jekyll	GitHub
Make.com	Hubspot	Go High Level	Cassidy AI

Education

EAFIT University   Bachelor of Science
Production Engineering
4.15 GPA

Languages

English
Native

Spanish
Native