

Ana (Fletcher) Galeano

Executive Assistant | Operations Coordinator | Communications Specialist
Colombia

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Profile

Highly organized, reliable, and solutions-oriented professional with over 7 years of experience supporting C-level executives and managing fast-paced operations in remote, international environments. Known for clear communication, cross-functional coordination, and an eye for detail. I bring structure to teams, clarity to communications, and calm to chaos, be it managing calendars, internal systems, or leadership deliverables.

Education

EAFIT University - Bachelor of Science in Production Engineering
4.15 GPA

Professional Experience

Superna - *Project Coordinator & Documentation Lead*

Remote | Nov 2023 - Feb 2025

- Supported VP of R&D and documentation leadership in high-level coordination, scheduling, and follow-up tasks.
- Owned sprint planning, backlog refinement, and internal communications with multiple departments.
- Standardized internal documentation processes and templates to support executive visibility.
- Facilitated status tracking and team accountability across engineering and product groups.

Traze - *Technical Writer & Operations Liaison*

Remote | Nov 2020 - Nov 2023

- Worked directly with the CEO on long-term documentation and communication initiatives.
- Served as point of contact between leadership and technical teams for knowledge transfer.
- Created and maintained 250+ articles in the internal and external knowledge base.

- Supported internal SOP documentation and cross-functional planning.

TWL S.A.S. - Internal Control Manager & Executive Assistant to Board
Cali, Colombia / Jan 2020 - Nov 2020

- Promoted from Project Manager to provide operational insight and direct support to the CEO and CFO.
- Identified process gaps, ran audits, and reported directly to executive leadership.
- Managed multiple administrative workflows, including reporting, strategic planning, and performance documentation.

TWL S.A.S. - Project Manager
Cali, Colombia / Dec 2018 - Jan 2020

- Coordinated 13 simultaneous projects with 50+ team members, reporting to senior leadership.
- Handled team check-ins, project tracking, and internal communications for multiple departments.
- Implemented a quality assurance system and streamlined task delegation across teams.

Key Projects

- **Superna Documentation Rebuild:** Supported implementation of writing guidelines, team handoffs, and visibility pipelines.
- **Traze Knowledge Portal:** Led documentation efforts used by clients and staff, streamlining communication between teams and leadership.
- **TWL Executive Reporting System:** Created internal reporting tools and systems for audit preparation, executive decision-making, and process improvements.

Tools & Platforms

Monday.com | Jira | Confluence | Google Workspace | MS Office 365 | Slack | GitHub | Postman | Bitbucket | Notion | Markdown | CSS (basic) | Python (basic)

Languages

English - Native
Spanish - Native