Fletcher Galeano

Operational Velocity Architect for Growth-Stage Teams

fdanilogamu@gmail.com   Location: Colombia

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 specialize in companies that have outgrown their operating system but haven't stopped to fix it. 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	Remote
Documentation Team Lead (& Project Coordinator)	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	Remote
Documentation Engineer	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	Bachelor of Science • 4.15 GPA
Production Engineering	

Languages

English
Native

Spanish
Native