

Ana (Fletcher) Galeano

Director of Operations | Technical Writer | Project Manager

 <https://fdgportfolio.xyz/>

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Summary

I'm a versatile professional with a strong foundation in project management, technical writing, and cross-functional leadership. Over the past 7+ years, I've led teams, built documentation systems from scratch, and streamlined workflows in fast-paced, remote-first environments. Whether managing people, projects, or knowledge, I bring structure, clarity, and empathy to everything I do. My background in engineering and teaching helps me simplify complex systems and communicate them effectively to teams, stakeholders, or users. I thrive on ownership and I love turning complex systems into simple solutions that scale.

Experience

DLE Event Group

September 2025 - November 2025

Director of Operations and Project Execution

Remote (NYC, USA)

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

I was hired to make things happen. There were many plans but not a lot of execution-savviness. That's where I come in.

Qount

June 2025 - September 2025

Technical Writer

Remote

<https://qount.io>

- Migrate the legacy documentation into Hubspot.
- Establish writing guidelines and perform an audit of the legacy docs.
- Start rebuild of legacy docs.
- Create release notes and other current documentation.

Superna

November 2023 - February 2025

Documentation Team Lead (& Project Coordinator)

Remote

<https://superna.io/>

- Established company-wide writing, image, and diagram standards to ensure consistency across documentation.
- Effectively communicated complex concepts in simple terms through clear writing.
- Led a team of two other writers and provided guidance through various obstacles.
- Facilitated cross-functional collaboration between documentation, dev, and product teams.
- Owned sprint planning, backlog refinement, and task delegation using Agile methodologies to ensure timely deliverables.

Traze

November 2020 - November 2023

Documentation Engineer

Remote

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

- Planned, designed, and created Knowledge Base for Traze web and mobile apps.
- Worked constantly alongside Subject Matter Experts to enrich Knowledge Base.
- Redesigned the documentation workflow, ensuring more detailed input from SMEs and a final quality-checking step for accuracy.
- Recognized by a client for delivering high-quality documentation, leading them to choose my work over hiring an external documentation firm.

TWL S.A.S.

January 2020 - November 2020

Internal Control Manager

Cali, Colombia

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

- Position reached through promotion after having been Project Manager for over a year at the same company.
- Identified control gaps in processes, procedures and systems through in-depth research and assessment and suggested methods for improvement.
- Performed strategic planning, execution and finalization of audits.

TWL S.A.S

December 2018 - January 2020

Project Manager

Cali, Colombia

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

- Worked hand-in-hand with board of directors to audit entire staff and keep all departments working in optimal manner.
- Implemented quality assurance system for company projects.
- Led team of over 52 people focused on 13 different projects.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.

Projects

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

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

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

Documentation Workflow Optimization

WYSIWYG Editors

Docs-as-Code Methodology

Attention to Detail

Teaching and Seminar Leading

Project Management

AI Prompt Design

Confluence

Jira

Monday.com

Jekyll

GitHub

Education

EAFIT University

Bachelor of Science

Production Engineering

4.15 GPA

Languages

English

Native

Spanish

Native