

Ana (Fletcher) Galeano

Project Manager | Agile Documentation Leader | Technical Writer

 <https://fdgportfolio.xyz/>

Location: Colombia fdanilogamu@gmail.com

Summary

Project Manager with expertise in Agile documentation, stakeholder coordination, and cross-functional leadership. Skilled in optimizing workflows, leading remote teams, and driving successful knowledge base development for SaaS and enterprise platforms. My expertise in clear communication and technical writing, *combined with a background in teaching*, enables me to get everyone on board with clarity and credibility.

Experience

Superna

Documentation Team Lead (& Project Coordinator)

<https://superna.io/>

November 2023 - February 2025

Remote

- 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

Documentation Engineer (& Project Coordinator)

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

November 2020 - November 2023

Remote

- Planned, designed, and created Knowledge Base for Traze web and mobile apps.
- Worked constantly alongside Subject Matter Experts to enrich Knowledge Base.
- Developed Troubleshooting section in Knowledge Base as personal project.
- 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.
- Facilitated stakeholder communication and cross-functional coordination to align development and documentation teams.

TWL S.A.S.

Internal Control Manager

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

January 2020 - November 2020

Cali, Colombia

- 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

Project Manager

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

December 2018 - January 2020

Cali, Colombia

- 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

Use the outdated and difficult to understand legacy documentation to produce a new set of docs

<https://docs.superna.io/>

November 2023 - February 2025

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

Traze Documentation

Portal from scratch

<https://trazedocumentation.refined.site/space/TKDB>

November 2020 - November 2023

- 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

13 projects that were being executed simultaneously in different levels of maturity

December 2018 - January 2020

- 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: 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	MS Project	Power BI

Education

EAFIT University

Production Engineering

4.15 GPA

Bachelor of Science

Languages

English

Native

Spanish

Native