

Ana (Fletcher) Galeano

Project Manager | Technical Writer | Operations Wizard | Agile Documentation Strategist

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<https://fdgportfolio.xyz/>

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 when given ownership, and I'm looking for roles where I can keep solving problems, building systems, and making things work better.

Experience

**Qount** June 2025 - Present  
Technical Writer Remote  
<https://qount.io>

- Rebuild legacy documentation
- Keep current documentation up to date

**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.trazesoft.com/>

- 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.** 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: 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** Bachelor of Science  
Production Engineering  
4.15 GPA

Languages

**English**  
Native

**Spanish**  
Native