**Ana (Fletcher) Galeano**  
Executive Assistant | Operations Coordinator | Communications Specialist  
Colombia  
[fdanilogamu@gmail.com](mailto:fdanilogamu@gmail.com) | <https://fdgportfolio.xyz/>

**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