**Ana (Fletcher) Galeano**  
Project Manager | Agile Documentation Leader | Technical Writer  
Colombia  
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**Profile**

I’m a natural project manager with a sharp eye for process and people. Over the years, I’ve organically grown into roles that demand coordination, clarity, and leadership even before I had the title to prove it. I bring structure to chaos, empathy to cross-functional teams, and tenacity to complex challenges. I’ve led remote teams, built documentation ecosystems from scratch, and helped fast-moving companies find their rhythm.   
What I need now is the right team willing to believe in what I already know I can do.

**Education**

**EAFIT University**: Bachelor of Science in Production Engineering  
4.15 GPA  
Graduation Year: 2016

**Professional Experience**

**Superna**: *Documentation Team Lead & Project Coordinator*  
*Remote | November 2023 – February 2025*

* Established company-wide documentation standards for writing, visuals, and diagrams.
* Led a team of 2 writers, mentoring them through obstacles and tight timelines.
* Managed Agile ceremonies, including sprint planning and backlog grooming.
* Served as bridge between documentation, product, and dev teams.
* Translated complex system behavior into clear, user-facing content.

**Traze**: *Documentation Engineer*  
*Remote | November 2020 – November 2023*

* Built the knowledge base for web and mobile apps (250+ articles).
* Created standards for writing and visual documentation.
* Developed troubleshooting documentation as an initiative beyond scope.
* Collaborated closely with SMEs and product teams for source accuracy.
* Client preferred internal docs over external vendor, citing clarity and usability.

**TWL S.A.S.**: *Internal Control Manager*  
*Cali, Colombia | January 2020 – November 2020*

* Promoted from Project Manager after demonstrating leadership and strategic insight.
* Identified process and control gaps; led audits and proposed improvements.
* Streamlined workflows across finance, HR, and operations.

**TWL S.A.S.**: *Project Manager*  
*Cali, Colombia | December 2018 – January 2020*

* Managed 13 active projects across departments and disciplines.
* Led over 50 team members with 13 direct reports.
* Implemented QA systems to ensure consistent project outcomes.
* Reported directly to board of directors and advised on company operations.

**Key Projects**

**Superna Documentation Rebuild**  
*Nov 2023 – Feb 2025 |* [*https://docs.superna.io/*](https://docs.superna.io/)

* Overhauled legacy documentation system.
* Created 100+ new articles with a team of 3.
* Designed company-wide style guides and adopted docs-as-code workflow.

**Traze Documentation Portal**  
*Nov 2020 – Nov 2023 |* [*https://trazedocumentation.refined.site/space/TKDB*](https://trazedocumentation.refined.site/space/TKDB)

* Built portal from scratch in Confluence.
* Created documentation structure, writing standards, and image guides.
* The portal is still in use today by the company.

**TWL Family of Projects**  
*Dec 2018 – Jan 2020*

* Oversaw diverse projects: marketing, VR, charity, and more.
* Tracked metrics, budgets, and schedules using Gantt charts and forecasting tools.

**Teaching & Early Experience**

**English Teacher**: *2013–2018*

* Taught ESL to learners of all ages; designed custom curriculum and assessments.
* Developed a strong sense of audience and how to explain complex ideas clearly.
* Reinforced my ability to stay calm under pressure, adapt quickly, and meet people where they are.

**Engineering Intern, Textile Industry**: *2014*

* Conducted production line efficiency analysis and proposed workflow optimizations.

**Manager, Nintendo Forum**: *2008–2012*

* Managed a 600k+ member forum, overseeing community guidelines and team dynamics.
* Early experience in conflict resolution, user support, and remote team coordination.

**Skills**

Project Management | Agile | Technical Writing | Docs-as-Code | Confluence | Jira | Monday.com | MS Project | Power BI | AI Prompt Design | QA Systems | Team Leadership | Cross-Functional Communication | Workflow Optimization

**Languages**

* **English**: Native
* **Spanish**: Native