**Ana (Fletcher) Galeano**  
Technical Writer | Documentation Engineer | Agile Team Contributor  
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**Profile**

Technical writer with over 5 years of experience designing, building, and managing user-centric documentation ecosystems. I've led large-scale documentation projects for SaaS, enterprise platforms, and internal tools. I'm a writer who thrives in technical spaces—working directly with engineers, product teams, and stakeholders to turn complexity into clarity. Whether it's structuring a knowledge base from scratch or aligning cross-functional teams on docs-as-code workflows, I'm most at home where language meets logic.

**Education**

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

**Professional Experience**

**Superna**: *Lead Technical Writer & Documentation Coordinator*  
*Remote | November 2023 – February 2025*

* Rebuilt company documentation from legacy systems to a modern, docs-as-code framework.
* Authored 100+ user guides, product overviews, and how-to articles.
* Created and enforced writing, diagramming, and formatting standards.
* Led a team of two writers; facilitated onboarding, mentoring, and collaboration.
* Collaborated directly with developers and product managers to ensure technical accuracy.

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

* Planned and created the entire knowledge base for web and mobile apps.
* Produced over 250 articles, including troubleshooting content, admin guides, and user flows.
* Designed standards for writing, visual content, and tagging for discoverability.
* Worked alongside SMEs and QA to capture tribal knowledge and support scalability.
* Documentation was praised by a client and chosen over external vendor options.

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

* Audited internal communication flows and implemented structured documentation processes.
* Supported team leads in creating repeatable templates and process maps.
* Introduced basic knowledge management practices for training and handoffs.

**Key Projects**

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

* Migrated outdated documentation into a unified, searchable portal.
* Developed 100+ articles and style guides; introduced image consistency standards.
* Led two writers; integrated docs-as-code and version control systems.

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

* Built documentation from the ground up using Confluence.
* Defined tone, structure, and tagging systems for scale.
* Still in use as primary customer-facing documentation hub.

**TWL Internal Processes Documentation**  
*Dec 2018 – Jan 2020*

* Standardized recurring operations with documentation templates and SOPs.
* Helped reduce onboarding time and cross-department friction.

**Additional Experience**

**English Teacher**: *2013–2018*

* Specialized in simplifying complex grammar and concepts across age groups.
* Developed custom learning materials, reinforcing clarity and pedagogy.
* This experience fuels my ability to write documentation that meets users where they are.

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

* Conducted efficiency analysis; created process diagrams and improvement reports.

**Manager, Nintendo Forum (600k+ users)**: *2008–2012*

* Wrote moderator procedures, FAQs, and support content.
* Experience moderating user-generated content and support forums.

**Skills**

Technical Writing | Docs-as-Code | Knowledge Base Design | Documentation Standards | Confluence | Jira | Git | Markdown | Visual Documentation | AI Prompt Design | Developer Collaboration | Teaching & Audience Awareness

**Languages**

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