Ana (Fletcher) Galeano

Director of Operations | Operations Leader | Systems Builder

Location: Colombia fdanilogamu@gmail.com

https://fdgportfolio.xyz/

Summary

I build and optimize the structure that growing companies run on. I've led teams of 50+, managed 13 active projects at once, rebuilt documentation ecosystems, and helped founders turn messy workflows into simple and predictable operations. I thrive in trust and autonomy. I deliver results rather than hours.

Ops Strengths:

- Team leadership (2–50+ people)
- Multi-project coordination
- Process and workflow design
- Turning unclear work into simple systems
- Removing operational bottlenecks
- Clear communication across departments
- High-pressure decision-making
- Founder support and execution alignment

Experience

DLE Event Group   September 2025 - November 2025
Director of Operations and Project Execution   Remote (NYC, USA)
https://www.dleeventgroup.com/

- Helped the founder move from ideas to execution by creating clear processes
- Brought structure to daily operations so the company could run without constant intervention
- Improved coordination between sales, production, and client-facing work
- Set up simple systems that reduced confusion and repeated tasks

TWL S.A.S.   December 2018 - November 2020
Project Manager / Internal Control Manager (Promotion)   Cali, Colombia
https://theweblab.com/en/

- Oversaw 13 simultaneous projects across multiple departments
- Led 50+ staff (direct + indirect)
- Audited company operations and worked directly with the CEO and board
- Built internal processes that kept projects moving and reduced miscommunication
- Identified operational gaps and recommended practical improvements

Qount   June 2025 - September 2025
Technical Writer (Operational Documentation)   Remote
https://qount.io

- Rebuilt documentation used by support, product, and engineering
- Created clear guidelines that improved consistency and reduced onboarding time
- Migrated legacy systems into HubSpot
- Helped the team remove repeated back-and-forth by structuring information properly

Superna   November 2023 - February 2025
Documentation Team Lead (& Project Coordinator)   Remote
https://superna.io/

- Rebuilt documentation ecosystem used across the entire company
- Managed two writers and removed roadblocks so they could deliver
- Improved cross-team communication between dev, product, and cs
- Introduced standards that created clarity and reduced confusion

Traze   November 2020 - November 2023
Documentation Engineer   Remote
https://www.trazesoft.com/

- Built a complete knowledge base from scratch (250+ articles)
- Reduced dependency on SMEs by capturing tribal knowledge
- Created workflows that helped every department work from the same source of truth
- Delivered documentation so clear that a client chose it over an external firm.

Additional Experience

Less recent roles

- English Teacher at EAFIT University: 2013-2018
- Engineering Intern in the textile industry: 2014
- Manager of a popular (600k+ members) Nintendo forum 2008-2012

Skills

Confluence	Jira	Monday.com	Jekyll
GitHub	Make.com	Hubspot	Go High Level
Cassidy AI			

Education

EAFIT University   Bachelor of Science
Production Engineering
4.15 GPA

Languages

English
Native

Spanish
Native