

# Ana (Fletcher) Galeano

Remote Technical Writer | Agile Documentation Leader | Bilingual (EN/ES)

Location: Colombia [fdanilogamu@gmail.com](mailto:fdanilogamu@gmail.com)

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## Summary

### Documentation Leader & Project Manager

Experienced documentation leader and project manager with a strong background in remote team leadership, knowledge-base creation, and Agile documentation workflows. My expertise in clear communication and technical writing, combined with a background in teaching, enables me to simplify complex concepts and implement efficient, user-focused documentation processes.

## Experience

### Superna

November 2023 - February 2025

Documentation Team Lead

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.

### 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
- Introduced the concept of Macro-Articles (comprehensive documentation covering multi-module processes) enhancing content structure and usability.
- Recognized by a client for delivering high-quality documentation, leading them to choose my work over hiring an external documentation firm.

### TWL S.A.S.

January 2020 - November 2020

Internal Control Manager

Cali, Colombia

<https://thewebcamlab.com/en/>

- 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://thewebcamlab.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

## Additional Experience

### Less recent roles

- English Teacher: 2013-2018
- Engineering Intern in the textile industry: 2014
- Community Manager of an online forum 2008-2012

## Skills

### Documentation Workflow Optimization

### WYSIWYG Editors

### Docs-as-Code Methodology

### Attention to Detail

### Teaching and Seminar Leading

## Education

### EAFIT University

Bachelor of Science

Production Engineering

4.15 GPA

## Languages

### English

Native

### Spanish

Native