

Fletcher Galeano

Operations Leader | Systems Designer | Creator of OEI

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SUMMARY

Operations leader with more than 8 years of systems design expertise. Track record of identifying operational bottlenecks before they cascade, building documentation-first systems that eliminate founder dependency, and reducing onboarding complexity by 45%.

SKILLS

Systems Design	Documentation Strategy	Process Optimization	Knowledge Management
Workflow Automation	Confluence	Jira	Hubspot
Pattern Recognition	Cross-Functional Leadership	Founder Dependency Removal	Operational Forensics

PROFESSIONAL EXPERIENCE

Director of Operations and Project Execution (Remote (NYC, USA)) DLE Event Group September 2025 - November 2025

- Institutionalized daily operations by building repeatable systems and creating an AI knowledge base (Cassidy AI) that answered support team questions, removing the Founder from constant firefighting and freeing him for strategic work within 2 months.
- Restructured and automated the CRM from a glorified checklist into a functional ops hub, establishing logical workflow processes that improved data clarity and reduced manual administrative overhead.

Technical Writer (Operational Documentation) (Remote) Qount June 2025 - September 2025

- Rebuilt and migrated 100+ support and product documentation articles from Document360 into HubSpot, eliminating software stack fragmentation and reducing editing friction. Result: decreased clarification meetings by ~30% and standardized information access across support, product, and engineering teams.
- Established documentation standards that ensured consistent topic coverage across all articles, reducing ambiguity and eliminating the need for follow-up clarifications from writers and SMEs

Documentation Team Lead (& Project Coordinator) (Remote) Superna November 2023 - February 2025

- Rebuilt documentation ecosystem of 150+ articles by translating highly technical cybersecurity content into accessible language, validating outdated information, and rewriting from scratch. Result: transformed impenetrable documentation into a resource that enabled teams to reference accurate, human-readable guidance.
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- Removed project bottlenecks by establishing clear communication protocols with leadership (PM, VP) and implementing SME coordination processes that captured institutional knowledge from 2 critical retiring team members.
- Established documentation handoff templates and processes connecting dev, product, and CS, standardizing information flow across teams. Result: reduced resolution time and eliminated misunderstandings between technical and customer-facing teams.
 - Developed cybersecurity-specific documentation standards that balanced technical depth with clarity, including secure code presentation practices and sensitive information redaction protocols, ensuring compliance without sacrificing explanation.

Documentation Engineer (Remote) Traze November 2020 - November 2023

- Built a complete knowledge base of 250+ articles from scratch over 3 years in an organization with zero existing documentation, starting with only CEO access and expanding to capture expertise across the company.
- Systematically captured and published institutional knowledge from isolated SMEs, preventing information silos and process stalls. Drove adoption by actively participating in team communications and surfacing relevant documentation, eliminating dependency on single points of knowledge.
- Established documentation workflows that followed features from planning through delivery across teams, creating a single source of truth that improved cross-team alignment and reduced rework from misalignment.
- Delivered documentation so clear and complete that the company closed a client deal without requiring documentation revisions, eliminating the sales cycle friction that typically delays client onboarding.

Project Manager - Internal Control TWL S.A.S. December 2018 - November 2020
Manager (Cali, Colombia)

- Managed end-to-end execution of complex projects including a high-touch drone shoot: coordinating staff scheduling, client management, equipment rental, property logistics, and on-site operations direction.
- Led 50+ staff across 13 simultaneous, unrelated initiatives (charity foundation, VR production, marketing campaigns) by establishing a clear communication hierarchy that prevented bottlenecks and kept teams aligned. Result: improved team efficiency and morale.
- Audited company operations and advised C-suite and board on process improvements, designing workflows that ensured comprehensive task completion and eliminated gaps in execution order.

LANGUAGES

English
Native

Spanish
Native

EDUCATION

Production Engineering (Bachelor of Science)	EAFIT University	2016
4.15 GPA		