

Edwin Victor Franco

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ADMINISTRATIVE ASSISTANT | OPERATIONS SUPPORT | OFFICE COORDINATION

Detail-oriented administrative professional with experience supporting daily office operations, coordinating workflows, and managing multiple priorities in fast-paced environments. Known for strong follow-through, clear communication, and the ability to keep processes organized and moving efficiently.

Experienced working directly with staff, handling high-volume requests, and maintaining accurate records, documentation, and communication across teams.

CORE SKILLS

Office Administration, Scheduling, Task Coordination, Follow-Up & Follow-Through
Phone Communication, Customer Interaction, Vendor & Contractor Coordination
Microsoft Office (Word, Excel, Outlook), Documentation, Record Keeping
Workflow Organization, Process Tracking, Data Entry & File Management
Problem Solving, Multi-tasking, Attention to Detail, Reliability
Bilingual: Fluent in English and Spanish (written, spoken, professional, and conversational)

PROFESSIONAL EXPERIENCE

Spellgather LLC – Founder / Lead Developer

Oct 2025 – Present

Live: www.spellgather.com | GitHub: github.com/evictme (code available upon request)

- Managed project tasks, documentation, and workflow organization for ongoing development work

European American Association – Operations / Systems / HR Lead

2011 – 2016 | 2018 – 2025

- Coordinated daily office operations, handling requests from staff, supervisors, and external contacts
- Managed onboarding processes, documentation, and record tracking for employees
- Handled high-volume communication, including phone calls, follow-ups, and issue resolution
- Maintained organized records and ensured documentation was accurate and accessible
- Supported workflow coordination across departments, ensuring tasks were completed efficiently
- Assisted with compliance-related documentation and internal process tracking
- Worked directly with leadership and staff to address operational needs and resolve issues quickly
- Communicated with diverse populations, including Spanish-speaking individuals, ensuring clear understanding of processes, documentation, and requirements

PROJECT HIGHLIGHTS

- Resolved a critical office system issue that external vendors could not fix, restoring operations and preventing significant cost impact
- Identified and corrected recurring system issues caused by improper usage, improving stability and reducing disruptions
- Developed tools and processes to organize and streamline document handling, reducing manual workload
- Helped transition manual workflows into structured digital processes, improving accuracy and efficiency