

Edwin Victor Franco

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Bilingual: English & Spanish (fluent – written and spoken)

CAREER HISTORY ADDENDUM

Complete employment history and role progression.

ROLES

SPELLGATHER — Founder / Product Builder

2025 – Present

Designed and built a full-stack platform, handling product architecture, system design, data workflows, and ongoing development of a live application.

EUROPEAN AMERICAN ASSOCIATION (EAA) — Chicago, IL

2011 – 2016 | 2019 – 2025

Director, Operations & Human Resources (Acting HR Director Scope)

Led all HR and workforce operations as the sole HR authority, overseeing compliance, policy, employee lifecycle, and organizational workflows while advising leadership on risk, regulatory impact, and operational strategy.

HR / QA / Operations / IT (Cross-Functional Role)

Owned systems, IT infrastructure, workflow automation, compliance tracking, and operational continuity, improving efficiency and reducing manual workload across the organization.

Human Resources Director

Directed HR operations including recruitment, policy development, compliance, training programs, and vendor management within a regulated home care environment.

Human Resources Assistant

Supported HR operations and developed foundational systems, including building the organization's first HRIS database to digitize workflows and improve data management.

LYFT — Driver / Independent Contractor

2018 – Present

Provided consistent, high-volume customer service while independently managing scheduling, logistics, and real-time decision-making in a dynamic environment.

EL SOL DE MICHOACAN — Operations & Business Management

2016 – 2018

Managed day-to-day business operations including staff oversight, inventory, vendor coordination, and compliance in a fast-paced small business environment.

CASA CENTRAL — Human Resources Specialist

2007 – 2009

Handled recruitment, onboarding, compliance, and employee file management while improving hiring workflows and supporting multi-program operations.

HEARTLAND HEALTH OUTREACH / HEARTLAND INTERNATIONAL HEALTH CENTER — Program Assistant III

2004 – 2006

Provided executive-level administrative and operational support, including reporting, grant tracking, and coordination across leadership and program teams.

ALIVIO MEDICAL CENTER — Lead Receptionist → Administrative Assistant

2002 – 2003

Advanced from front-desk operations to administrative support, managing scheduling, staff coordination, and departmental workflows in a clinical setting.

FAMILY RESTAURANT — Kitchen & Operations Support

1993 – 2002

Built foundational experience in customer service, operations, and reliability through hands-on work in a high-demand small business environment.