

Edwin Victor Franco

Chicago, IL | 312.696.9367 | evf@edwinfranco.com | www.edwinfranco.com | linkedin.com/in/edwinvfranco | [github: evictme](https://github.com/evictme)
Bilingual: English & Spanish (fluent – written and spoken)

OPERATIONS & SYSTEMS COORDINATOR | WORKFLOW & EXECUTION

Systems-focused operations professional with hands-on experience managing workflows, improving processes, and ensuring reliable execution across teams and tools. Known for identifying inefficiencies, reducing manual effort, and translating operational needs into structured, repeatable processes.

Brings a cross-functional background spanning operations, systems, and data, with a strong focus on keeping priorities moving, aligning teams, and ensuring that work is completed accurately and consistently.

CORE SKILLS

Workflow Coordination, Process Improvement, Operational Execution | Task Tracking, Follow-Up & Follow-Through, Priority Management | Cross-Functional Coordination, Stakeholder Communication | Documentation, Process Standardization, Record Management | Data Tracking, Reporting, Excel, MS Access | Problem Solving, Issue Resolution, Operational Support

ADDITIONAL CAPABILITIES

Bilingual (English/Spanish), Strong cross-functional communication and coordination, Adaptable across operational, administrative, and technical environments

PROFESSIONAL EXPERIENCE

Spellgather LLC – Founder / Lead Developer

Oct 2025 – Present

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

- Managed project workflows, task tracking, and documentation to support ongoing development and system improvements
- Coordinated priorities, tracked progress, and ensured execution across multiple workstreams
- Designed structured workflows to support consistent execution and system reliability

European American Association – Operations / Systems / HR Lead

2011 – 2016 | 2018 – 2025

- Owned day-to-day operational workflows, ensuring tasks were completed accurately and on time across teams
- Coordinated across staff and leadership to track priorities, follow up on tasks, and maintain workflow continuity
- Identified inefficiencies and implemented process improvements that reduced manual workload by ~65%
- Built and maintained systems (MS Access, Excel) to support workflow tracking, reporting, and operational visibility
- Managed onboarding, offboarding, and record tracking processes, ensuring accuracy and consistency
- Developed and maintained documentation, process standards, and internal tracking systems
- Served as a central point of coordination for resolving issues and keeping operations running smoothly
- Communicated across teams to ensure alignment, clarity, and successful execution of tasks and initiatives
- Supported compliance-related tracking and ensured processes aligned with organizational requirements

IMPACTS & ACHIEVEMENTS

- Reduced operational workload by ~65% through workflow redesign and process improvements
- Improved end-to-end workflow reliability by implementing structured tracking and follow-up systems
- Built internal systems that improved visibility, accountability, and execution across teams
- Resolved operational issues quickly, preventing disruptions to daily business activities

PROJECTS

Scribex – Embedded Hardware System | www.spellgather.com/scribex

- Built an ESP32-based device with e-ink display, resolving hardware and software issues to achieve stable operation
- Applied hands-on troubleshooting, electronics knowledge, and iterative testing to refine system behavior