

Edwin Victor Franco

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Store Manager | Operations | Customer Experience

Operations-focused professional with experience managing workflows, supporting team operations, and handling high-volume customer interaction in fast-paced environments. Known for strong communication, problem-solving, and the ability to keep daily operations running smoothly.

Experienced working directly with people, resolving issues quickly, and managing competing priorities while maintaining organization and attention to detail.

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)
Customer Service, Sales Support, Team Coordination, Conflict Resolution

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 operations in a fast-paced environment, ensuring tasks were completed efficiently and on time
- Managed onboarding processes, documentation, and record tracking for employees
- Handled high-volume communication, including phone interactions and issue resolution with a focus on clear and efficient service
- 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
- Supported team members by managing priorities, assisting with tasks, and ensuring smooth day-to-day operations

PROJECT HIGHLIGHTS

- Resolved critical operational issues quickly, preventing disruption to daily business activities
- Improved workflows and organization, reducing delays and increasing efficiency