

Edwin Victor Franco

Chicago, IL | 312.696.9367 | evf@edwinfranco.com | www.edwinfranco.com | linkedin.com/in/edwinvfranco | [github: evictme](https://github.com/evictme)

SYSTEMS SUPPORT ENGINEER | HELP DESK | SYSTEMS ADMINISTRATION

Hands-on systems support professional with experience troubleshooting user issues, managing system access, and supporting day-to-day IT operations across live environments. Known for working directly with users to resolve problems quickly and keep systems reliable.

Comfortable supporting hardware, software, remote access, and account management while documenting processes and improving workflows to reduce recurring issues.

CORE SKILLS

User Support, Troubleshooting, Issue Triage, Root Cause Analysis | User Account Management, Onboarding/Offboarding, Access Control | Remote Support, VPN, Hardware/Software Setup, VoIP Support | Systems Monitoring, Backups, Documentation, Process Tracking | JavaScript, HTML/CSS, Firebase, SQL, Git/GitHub

PROFESSIONAL EXPERIENCE

Spellgather LLC – Founder / Lead Developer

Oct 2025 – Present

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

- Built and maintained a web application with real-time workflows, using it to test and refine system behavior and user interaction
- Diagnosed and resolved issues across frontend logic, backend systems, and data handling in a live environment
- Improved usability by iterating based on real user interaction and system feedback

European American Association – Operations / Systems / HR Lead

2011 – 2016 | 2018 – 2025

- Served as primary point of contact for system and user issues, providing direct support to staff across hardware, software, and access-related needs
- Managed user accounts and credentials across systems, including onboarding, offboarding, and access control
- Supported remote users through VPN and remote access tools, troubleshooting connectivity and system issues in real time
- Maintained system reliability through backups, monitoring, and issue resolution in a regulated environment
- Provided troubleshooting support for VoIP systems, network connectivity, and application-level issues
- Worked with VMware and cloud-based tools to support system operations and integrations
- Created and maintained documentation for systems, workflows, and troubleshooting processes
- Trained staff on system usage and supported day-to-day technical needs across the organization

PROJECT HIGHLIGHTS

- Resolved a VoIP/PBX failure that external vendors could not diagnose, restoring service and avoiding a ~\$30K replacement
- Investigated recurring database crashes and implemented safeguards to stabilize system performance
- Built a document processing system that reduced manual workload and improved tracking
- Transitioned physical workflows into digital processes during COVID, improving speed and reducing error

PROJECTS

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

- Built an ESP32-based device and resolved hardware/software issues to achieve stable interaction and control behavior