

Edwin Victor Franco

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PRODUCT SUPPORT SPECIALIST | APPLICATION SUPPORT | SYSTEMS & USER EXPERIENCE

Product-focused support specialist with hands-on experience troubleshooting systems, guiding users through complex issues, and improving workflows based on real-world usage. Known for breaking down technical problems into clear, actionable steps and helping users get unstuck quickly.

Brings a strong mix of technical problem-solving and communication, working closely with users to resolve issues, identify patterns, and improve systems over time.

CORE SKILLS

Customer Support, Troubleshooting, Issue Resolution, Root Cause Analysis | Explaining technical concepts clearly to non-technical users | User account management, access control, onboarding/offboarding | Workflow optimization, system usability, and process improvement | Systems troubleshooting, application support, and real-world debugging | 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 supported a full-stack application with real-time workflows, focusing on how users interact with the system in real conditions
- Diagnosed and resolved user-facing issues across frontend behavior, backend logic, and data handling
- Improved usability by iterating on features based on user feedback and observed interaction patterns
- Used AI tools to accelerate development, troubleshoot issues, and explore better solutions to product challenges

European American Association – Operations / Systems / HR Lead

2011 – 2016 | 2018 – 2025

- Served as the primary point of contact for staff experiencing system issues, resolving problems across software, access, and workflows
- Worked directly with users to understand issues, break them down, and guide them through clear, actionable solutions
- Managed user accounts, onboarding, and access across systems, ensuring users could successfully perform their day-to-day work
- Identified recurring issues and improved systems and workflows to reduce friction and prevent repeat problems
- Built and maintained internal systems aligned with real user needs, improving usability and reliability across departments
- Documented processes and created guidance that helped non-technical staff navigate systems more effectively
- Translated user feedback into system improvements, bridging the gap between operations and technical systems

PROJECT HIGHLIGHTS

- Resolved a VoIP/PBX failure that external vendors could not diagnose, restoring functionality and minimizing disruption to users
- Identified the cause of recurring system crashes and implemented safeguards to stabilize performance
- Built tools to streamline document processing, reducing manual workload and improving consistency
- Reworked workflows into digital systems, making processes easier for staff to complete and manage

PROJECTS

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

- Built and tested a hardware/software system, troubleshooting real-world issues to achieve stable behavior and usability