

# Edwin Victor Franco

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

## IT SUPPORT SPECIALIST | APPLICATION & SYSTEMS SUPPORT

Hands-on IT and application support professional with experience troubleshooting hardware, software, and system issues across live environments. Known for diagnosing problems quickly, identifying root causes, and restoring functionality with minimal disruption.

Experienced supporting users directly, resolving technical issues across systems, and improving workflows to reduce recurring problems. Strong ability to communicate technical solutions clearly to both technical and non-technical users.

## CORE SKILLS

Technical Support, Troubleshooting, Issue Resolution, Root Cause Analysis | Hardware & Software Support, Workstation Setup, Peripheral Configuration | Remote Support (VPN, Remote Desktop), User Support, Help Desk | User Account Management, Onboarding/Offboarding, Access Control | Basic Networking (TCP/IP, Connectivity, DNS), VoIP Troubleshooting | Microsoft 365, Windows Environments, Mobile Device Support | Documentation, Knowledge Base Creation, Process Improvement

## ADDITIONAL CAPABILITIES

Bilingual (English/Spanish), Hands-on hardware troubleshooting and device repair, Adaptable across technical and operational environments

## PROFESSIONAL EXPERIENCE

Spellgather LLC – Founder / Lead Developer

Oct 2025 – Present

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

- Built and supported a web-based application, troubleshooting issues across frontend, backend, and data layers
- Diagnosed and resolved system behavior issues in real time, improving reliability and usability
- Identified and fixed bugs through testing, debugging, and iteration based on live usage

European American Association – Operations / Systems / HR Lead

2011 – 2016 | 2018 – 2025

- Served as primary point of contact for staff experiencing technical issues, providing support across hardware, software, and system access
- Delivered remote support using VPN and remote desktop tools, troubleshooting connectivity and system issues
- Managed user accounts, onboarding, offboarding, and access control across multiple systems
- Installed, configured, and maintained workstations, software, and peripherals to support daily operations
- Troubleshot network connectivity, VoIP systems, and application issues to restore functionality quickly
- Maintained system reliability through monitoring, backups, and issue resolution in a regulated environment
- Documented processes, troubleshooting steps, and system configurations for consistency and knowledge sharing
- Trained staff on system usage and provided ongoing technical support to improve user productivity
- Identified recurring issues and implemented improvements to reduce repeat incidents

## IMPACTS & ACHIEVEMENTS

- Resolved a VoIP/PBX failure that external vendors could not diagnose, avoiding ~\$30K in replacement costs
- Diagnosed and stabilized recurring system crashes by identifying unauthorized system access issues
- Improved system reliability by identifying root causes and implementing long-term fixes
- Reduced recurring technical issues by improving workflows and documentation

## PROJECTS

Scribex – Embedded Hardware System | [www.spellgather.com/scribex](http://www.spellgather.com/scribex)

- Built and tested an ESP32-based device, troubleshooting hardware and software interaction issues
- Diagnosed and resolved real-world performance and stability issues through iterative testing