

Francisco X Carrasco

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San Rafael, Mendoza, Argentina

PROFESSIONAL SUMMARY

Bilingual IT support and systems specialist with 27 uninterrupted years supporting Windows and macOS users, networks, mobile devices, business software, e-commerce operations and remote workflows. The Apple ecosystem has been my specialty since 2007. Patient, practical troubleshooter with strong documentation, user training and administrative experience. I also build and publish my own macOS, iOS and web applications.

CORE COMPETENCIES

Apple Ecosystem (macOS, iOS)

Remote & On-Site IT Support

Windows & Cross-Platform

Google Workspace & Microsoft 365

LAN / Wi-Fi Networking

Backups & Maintenance

WORK EXPERIENCE

FranXC (Independent) Aug 2023 - Present

Systems Specialist

Remote

- Provide remote and on-site technical support for Windows, macOS, mobile devices, networks, websites and business applications.
- Provide ongoing remote IT support to Laapsa S.A. (Argentina) and Klantenn (Mexico), two lubricant companies owned by the same client, serving users across two countries.
- Diagnose problems, implement practical fixes and train users in plain, non-technical language. Client reviews published unedited at franxc.com.

Professional Photographer (Independent) 2009 - Present

Photographer

Argentina

- Photographed 50 weddings plus corporate and social events; completed 150+ real-estate assignments for Century 21 in Buenos Aires.

Instituto Juan Santos Gaynor Nov 2024 - Mar 2026

Administrator

Argentina

- Managed budgets, payments, vendor coordination, cash control and day-to-day facility services.

Colegio FASTA Catherina 2014 - 2024

IT Support Specialist / Technology Teacher

Argentina

- Maintained computers, networks, backups, servers and audiovisual systems; supported school events and video production.
- Taught Robotics and Computational Thinking, and ran a Digital Presentations workshop in 2024.

El Club del Té May 2019 - Aug 2023

Head of Technology

Argentina

- Selected, deployed, maintained and taught the business technology that simplified sales and daily operations.

- Designed a WhatsApp automation with MessageBird and ActiveCampaign; supported e-commerce, CRM, audiovisual course production and internal users.

Independent Technical Services

2001 - 2019

Technician / Instructor

Argentina

- Built PCs, taught one-to-one computing classes, and provided technical support by phone, remotely and on site, across Mac and PC, iPhone and Android.
- Set up and maintained networks; removed viruses and malware.
- Web design: seven client sites.

Aspen Skiing Company

2006 - 2009

Lift Operator Foreman

Aspen, Colorado, USA

- Two winter seasons at a US ski resort on an employer-sponsored work visa, supervising a lift crew. This is where I learned English on the job.

Aristarco / AMESA

1999 - 2001

Systems

Argentina

- Joined as an office junior and moved into systems work within three months; ended up responsible for every computer in the company.

PROJECTS

DoubleMouse macOS app

Two simultaneous mouse pointers on macOS. Public beta.

Swift, SwiftPM, AppKit

Riesgo País App App Store

Published iOS app on the App Store.

iOS

Me Robaron El Celu App Store

Published iOS app on the App Store.

iOS

School Enrollment System Built and tested

School enrollment by phone photo, with an admin review panel. Built and tested, pending the school's decision.

Cloudflare Pages Functions, R2, Web Crypto

EDUCATION

University studies in Communication, Advertising and Institutional Communication [Universidad Católica Argentina \(UCA\)](#) and [Universidad de Buenos Aires \(UBA\)](#)

SKILLS

Languages: Spanish (native), English (fluent / bilingual, learned working in Aspen, Colorado, 2006-2009)

Platforms & infrastructure: macOS, iOS, Windows, Android | LAN / Wi-Fi networking, MikroTik / RouterOS, backups, printers, access management

Business software & automation: Google Workspace, Microsoft Office, WordPress, WooCommerce, CRM | MessageBird, ActiveCampaign, WhatsApp bots, Google Apps Script

Creative: Photoshop, Lightroom, Final Cut Pro