

Zaphyr Zur Pomicpic

Director of Operations & Systems Architect

Building resilient systems and empowering remote teams



Contact

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Professional Summary

Operations leader who builds sustainable systems from the ground up. Over six years architecting property management operations for US-based firms, transforming ambiguity into clarity and chaos into reliable processes. Focused on practical solutions, team enablement, and creating value through system thinking.

Core Competencies

- Operational Systems Design
- Process Architecture
- Remote Team Leadership
- Technology Integration
- Property Management Operations
- Cross-functional Strategy

Education

Undergraduate Studies in Law & Politics

Jose Maria College Foundation, Inc. (2016-2019)

BA Mass Communication, Broadcasting

Jose Maria College Foundation, Inc. (2004-2009)

Professional Experience

Director of Operations

HomeWorks Property Management LLC & Affiliates

November 2018 – July 2025 (6 years 8 months) | Remote

- ▶ Built and managed the operational systems needed to scale a growing property management portfolio
- ▶ Standardized core business processes, including legal compliance workflows and maintenance dispatching
- ▶ Hired and led a distributed international team, handling complex payroll for staff across multiple countries
- ▶ Configured and integrated tech stacks (Zoho One, Rent Manager) to cut down on manual work
- ▶ Adopted AI tools to modernize how we handled market analysis and data processing
- ▶ Developed a central training hub (Wiki/Knowledge Base) to help new hires get up to speed quickly

Key Achievements

- ▶ Expanded role significantly over 6 years, moving from day-to-day tasks to connecting high-level strategy with execution
- ▶ Kept the team stable and morale high through a transparent management style
- ▶ Resolved critical operational disputes to protect client relationships and keep the business running smoothly
- ▶ Documented unwritten company processes, turning "tribal knowledge" into a clear, usable system for the whole team

Earlier Experience

Customer Success & Operations Roles

2010 – 2018 | Various Companies

- ▶ Customer Support Professional – Friends of Irony (2016-2017)
- ▶ Executive Admin Assistant – SMART Building Services LLC (2017)
- ▶ Account Executive – EXL Philippines (2015-2016)
- ▶ Payroll & Tax Services Specialist – Convergys (2013-2015)
- ▶ Technical Support Roles – Concentrix, Convergys (2008-2013)

This resume is intentionally concise. References and detailed project portfolio available upon request.

Updated: March 2024