



Zaphyr Zur Pomicpic

Director of Operations & Systems Architect

Building resilient systems and empowering remote teams.

CONTACT

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CORE COMPETENCIES

- Operational Systems Design
- Process Architecture & Optimization
- Remote Team Leadership
- Technology Integration & Automation
- Property Management Operations
- Financial Precision & Analysis
- 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 DEVELOPMENT

- Pursuing Certified Property Manager (CPM) – IREM
- Advanced Zoho / Rent Manager ecosystem
- Pioneering AI initiatives for operational efficiency

AWARDS & RECOGNITION

- College Leadership Excellence Award** — Commended for strategic contributions and leadership in operational planning.
- College Academic Excellence Award** — Honored for consistent academic performance.
- Consistently recognized with performance bonuses for outstanding dedication, strategic contributions, and operational leadership.

PROFESSIONAL SUMMARY

Visionary operations leader with 6+ years architecting property management systems for US/Canadian firms. Transforms ambiguity into scalable processes, blending operational discipline with technology integration. Eager to apply systems mastery to construction maintenance, workflow coordination, and continuous improvement.

PROFESSIONAL EXPERIENCE

Operations & Systems Developer

Leaso Property Management (Ontario, Canada)

Nov 2025 – Feb 2026 | Part-Time

Architected “Field Operations Ecosystem” for a growing Ontario portfolio — centralized scalable systems.

- Optimized DoorLoop PM software: restructured CoA, vendor classification, automated rent & utility tracking.
- Coordinated remote field runners across Hamilton, Sault Ste. Marie, St. Catharines, Peterborough for turnovers & maintenance.
- Built “Leaso Knowledge Center” (SOPs, compliance workflows) eliminating bottlenecks.
- Enforced RTA/LTB compliance via SingleKey risk checks & led forensic financial audits to recover arrears.

Director of Operations

HomeWorks Property Management LLC & Affiliates

Nov 2018 – Jul 2025 | Full-Time

- Principal architect of operational infrastructure: designed all critical procedures, authored definitive playbook with detailed manuals and training materials.
- Managed multi-company payroll for remote team – 100% accuracy, on-time payments.
- Sole admin for tech ecosystem (Zoho One, Rent Manager): API integrations, advanced troubleshooting.
- Orchestrated client onboarding → service delivery workflows across remote teams and vendors.
- Pioneered AI innovation: built “Custom AI Gem” (Google Gemini) for rental market analysis reports.
- Recruited, onboarded and mentored distributed team; minimized turnover via psychological safety.
- Primary escalation for severe client conflicts, de-escalated legal threats & retained high-value accounts.

Customer Success & Operations Roles

Various Companies (US / PH)

2008 – 2018 | Full-Time

- Customer Success Associate – Freedom Laser Therapy (2018)
- Executive Admin Assistant – SMART Building Services LLC (2017)
- Customer Support Professional – Friends of Irony (2016–2017)
- Account Executive – EXL Philippines (2015–2016)
- Payroll & Tax Services – Convergys (2013–2015)
- Technical Support – Concentrix, Convergys (2008–2013)

MY DIGITAL ECOSYSTEM

Curated online footprint: applied systems, shared knowledge, and infrastructure prototyping.

Domain	Access / Role	Core Function
Personal Blog Articles	z-bridges.com/zknowledges Public-facing	Narrative, reflections, thought leadership
Personal Digital Repositories	z-bridges.com/zarchives Internal hub	Tools, documents, interactive assets
GitHub Workshop Repos	github.com/z-insights Applied solutions	Payroll systems, property ops, creative builds
GitHub Library Repos	github.com/z-bridges Knowledge hub	Static site assets, structured knowledge base
GitHub R&D Lab Repos	github.com/zzp-systems Experimental lab	Zero-cost PMS, system architecture prototypes