

# ZAPHYR ZUR POMICPIC

## DIRECTOR OF OPERATIONS & SYSTEMS ARCHITECT

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## I. EXECUTIVE CAREER ARCHITECTURE

I've spent 17 years building a career across two very different worlds.

The first eight were in BPO and contact-center environments (2008–2016), where I learned to work under constant pressure — juggling dual platforms in telecom, fintech, banking, and logistics, often on the same shift. That era taught me how to solve problems in real time, mediate high-stakes disputes, and keep operations moving no matter what.

The last nine years (2017–Present) have been fully remote. I've taken everything I learned in those early pressure-cooker roles and applied it to building digital ecosystems for cross-border companies. I design workflows, write playbooks, manage remote teams, and step in when things go sideways — whether that means a client on the verge of leaving or a legal threat that needs immediate de-escalation.

During the same period I also enrolled in law school, completing a year and a half of a Juris Doctor program between 2016 and 2018. I didn't finish, but the exposure to legal frameworks and compliance thinking ended up reinforcing a lot of what I do in operations: managing risk, documenting decisions, and staying calm when the stakes are high.

I'm not someone who just manages systems. I build them when they don't exist, fix them when they break, and make sure the people around me have what they need to do their jobs well.

## II. DETAILED COMPETENCY MAPPING

### STRATEGIC PM OPERATIONS

- ▶ **Risk Mitigation:** I've enforced SingleKey checks, managed LTB/RTA compliance, and developed internal controls that catch issues before they escalate.
- ▶ **Financial Precision:** I handle multi-company payroll, track down arrears, and make sure the numbers tie out — because when finances slip, everything else follows.
- ▶ **Crisis Strategy:** When a client is angry or a legal threat lands, I don't hide behind policies. I pull data, communicate directly, and work to de-escalate in a way that protects the business and the relationship.

### TECH STACK & ARCHITECTURE

- ▶ **Platform Admin:** I've been the sole administrator for Zoho One, Rent Manager, and DoorLoop — owning everything from user permissions to API integrations.
- ▶ **AI & Automation:** I built a custom tool using Google Gemini that analyzes rental markets and produces reports. It's not just automation for show; it saves hours of manual work every cycle.
- ▶ **Digital Prototyping:** I've designed lightweight PMS environments and internal web-apps using nothing more than HTML, JS, and a clear idea of what the team needed.

### HUMAN CAPITAL STRATEGY

- ▶ **Talent Management:** I recruit, onboard, and map out psychological safety — not as an HR exercise, but because I've seen what happens when teams aren't supported.
- ▶ **Process Architecture:** I write SOPs and build knowledge hubs that stop repeat questions and give people one place to find answers.
- ▶ **Field Coordination:** I've dispatched vendors and remote runners across multiple provinces and time zones, keeping property turnovers on schedule without micromanaging.

### III. REMOTE OPERATIONS & SYSTEMS LEADERSHIP

#### Operations & Systems Developer

Nov 2025 – Mar 2026

Leaso Property Management (TUK Developments Inc.)

Ontario, Canada / Remote (CA Eastern Shift)

INDEPENDENT CONTRACTOR (PROJECT-BASED/PART-TIME)

**Role Context:** Leaso needed someone to pull together the operational side as their portfolio grew across Ontario. I built the structure that let a small team manage more properties without losing track of the details.

- Restructured the DoorLoop Chart of Accounts and standardized how vendors were classified, which made reporting and tracking much cleaner.
- Built the "Leaso Knowledge Center" — a central place for SOPs and compliance steps — so the team didn't have to ask the same questions every time.
- Coordinated remote field runners across Hamilton, Sault Ste. Marie, St. Catharines, and Peterborough for property turnovers and maintenance; made sure everyone showed up with the right info.
- Used SingleKey for risk evaluation and ran forensic audits on tenant ledgers to recover arrears that would have otherwise been written off.

#### Director of Operations & Systems Architect

Nov 2018 – Jul 2025

HomeWorks Property Management LLC & Affiliates

Maryland, USA / Remote (US Eastern Shift)

FULL-TIME (LEAD STRATEGIST)

**Role Context:** For nearly seven years, I served as the operational backbone for HomeWorks and its sister companies under the Paige Industries Ltd. umbrella. By centralizing operations across HomeWorks, Baltimore Rent Court Agents, LLMC Pros Ltd., and Baltimore Cash Buyer, I managed interconnected systems, wrote the universal playbook, handled cross-entity payroll, and stepped into the hardest conversations when escalations arose.

- Served as the de facto IT Support and Systems Administrator for Zoho One and Rent Manager; managed API connections and client onboarding flows that kept data moving seamlessly across all affiliate platforms without manual re-entry.
- Wrote the universal operations manual — a full set of training materials, process guides, and the "4-P Framework" — ensuring that the distributed workforce across all four businesses operated from the exact same baseline.
- Processed complex multi-company payroll for an international remote workforce, dynamically managing time-tracking, bonuses, adjustments, and cross-entity compensation as the parent company and its subsidiaries scaled.
- Built a "Custom AI Gem" using Google Gemini that synthesized complex rental market data from over 50 websites into clean, forensic rental analysis reports, significantly reducing manual compilation time and enabling rapid, data-driven decisions.
- Acted as the primary strategic anchor and crisis manager, handling complex client escalations, tenant disputes, and legal demands. Leveraged advanced conflict resolution techniques and verifiable data to de-escalate toxic loops and protect portfolio revenue.

#### Customer Success Specialist & Compliance Auditor

Apr 2018 – Nov 2018

Freedom Laser Therapy, Inc. (iRestore)

Remote (US Pacific Shift)

FULL-TIME VIRTUAL EMPLOYEE

**Role Context:** iRestore sold high-ticket, FDA-cleared devices with a generous 6–12 month guarantee. My job was to walk the line between customer satisfaction and protecting company revenue.

- Audited refund claims against strict timelines and documentation; I had the authority to approve or deny substantial amounts, and every decision required a clear paper trail.
- Managed support and order processing (including complex BOGO campaigns) across Olark, Skype, and social CRM channels, working U.S. graveyard hours (10 PM to 7 AM PHT).
- When order volume spiked, I routed standard orders to teammates to build their capacity, while I personally worked through the overflow to keep things from bottlenecking.

## Executive Assistant to Managing Partner

SMART Building Services LLC

Feb 2017 – Jan 2018

Washington, USA / Remote (Asynchronous)

INDEPENDENT CONTRACTOR (PROJECT & TASK-BASED)

**Role Context:** A fast-growing contracting business needed someone to handle the digital side overnight while they slept. I took a 15-hour time difference and made it an advantage.

- Built out project bidding templates in PEP Cloud and HomeTech Advantage, pulling together multi-variable estimates that kept a baseline 46% margin on jobs.
- Managed a full domain migration from legacy hosting to Wix — my first end-to-end web build for a client, including the logo, copy, and site structure ([smartbuildingservicesllc.com](http://smartbuildingservicesllc.com)).
- Reconciled vendor bills inside QuickBooks, flagged discrepancies, and kept the books clean enough that the owner could make decisions without chasing numbers.

## Architect & Developer (My Digital Ecosystem)

Z-Bridges & Z-Insights Portfolio

Continuous

Open Source & Private Repos

INDEPENDENT / PERSONAL PORTFOLIO

**Role Context:** This is where I test ideas and build tools that solve real problems I've encountered.

- **Applied Solutions** ([github.com/z-insights](https://github.com/z-insights)): Built "PayrollApp" for multi-currency compensation models and "ProMa Suite" for tracking physical keys and property ROI.
- **R&D Prototypes** ([github.com/z-zp-systems](https://github.com/z-zp-systems)): Designed PMS architectures and workflow prototypes using static HTML/JS — zero-cost experiments that show what's possible without a big software budget.
- **Knowledge Architecture** ([z-bridges.com](http://z-bridges.com)): I write about systems management and remote work, sharing what I've learned in the trenches.

## IV. FOUNDATIONAL BPO & CONTACT-CENTER RIGOR

### Dual-Ecosystem Management Forged in High-Stakes BPO Environments

My first real training ground was the contact-center industry. I didn't plan it as a career path; I just took opportunities as they came. Across seven years, I ended up working on some of the toughest campaigns — two-platform tech support for AT&T and Time Warner Cable, dual-ecosystem mediation for PayPal and eBay, and multi-bureau credit operations for Chase. Often I'd be switching between them in the same shift. That pace forced me to get good at rapid problem-solving, regulatory compliance, and keeping my head when emotions ran high. It's where I learned to build solutions in real time, a skill that later became the foundation of my remote work and the way I approach operations today.

### Technical Support Specialist (Network Architecture)

Synnex-Concentrix

FULL-TIME (ON-SITE CORPORATE)

Nov 2008 – Jan 2010

Davao City, Philippines

**Role Context:** This was my first serious tech role. I supported North American homes and small businesses setting up Linksys network gear — routers, switches, hubs, range extenders — and walked them through LAN/WLAN setup step by step.

- Configured hardware and troubleshoot connectivity issues remotely; translated technical protocols into plain steps so clients could follow along without frustration.
- Learned the basics of calm, structured support that later applied to everything from telecom to fintech.

### Tier II Telecom Infrastructure Specialist (AT&T & TWC)

Convergys

FULL-TIME (ON-SITE)

May 2010 – Jan 2011

Cebu City, Philippines

**Role Context:** I handled advanced support for two massive telecom accounts simultaneously. Avaya routing would feed me calls from either AT&T U-verse or Time Warner Cable, and I had to switch mental models instantly.

- Troubleshoot fiber optic and copper connectivity issues, coordinated service outages, and kept AHT/CSAT metrics tight while moving between two very different compliance standards.
- That dual-line experience was my first taste of genuine multitasking under performance pressure.

## Financial Fraud Analyst & Credit Operations Specialist (Chase)

Aegis People Support

FULL-TIME (ON-SITE)

Feb 2011 – Jul 2012

Cebu City, Philippines

**Role Context:** I joined the Chase credit card services campaign, where I was on the front line of fraud detection and credit bureau disputes.

- Froze compromised accounts, coordinated with law enforcement on active fraud cases, and helped cardholders navigate the aftermath of identity theft.
- Also worked the credit bureau side: managed disputes with TransUnion, Experian, and Equifax, making sure consumer protections were followed while protecting Chase's interests.

## Tier II Financial Systems Specialist (QuickBooks Ecosystem)

Stream Global Services

FULL-TIME (ON-SITE CORPORATE)

Sep 2013 – May 2015

Cebu City, Philippines

**Role Context:** I supported Intuit's QuickBooks Desktop and Online products — two different platforms that required separate expertise.

- Performed company file recoveries, software deployments, and payroll setup for U.S. small businesses.
- Helped clients navigate tax liability reports, W-2/940/941 filings, and invoicing workflows that kept their businesses compliant during crunch times.

## FinTech & E-Commerce Integration Specialist (PayPal & eBay)

Eperformax Contact Centers

FULL-TIME (ON-SITE)

Aug 2012 – Aug 2013

Cebu City, Philippines

**Role Context:** This was a dual-platform campaign covering both PayPal and eBay disputes — which meant I had to understand the policies of both ecosystems and how they intersected.

- Mediated buyer-seller conflicts around shipping, returns, and payment holds, enforcing terms that kept both platforms protected without alienating users.
- Set up and troubleshot integrated PayPal/eBay accounts for individuals and small merchants, fixing configuration issues that blocked payments or listings.

## Logistics Account Executive (YRC Freight Portfolio)

EXL Service Philippines

FULL-TIME (ON-SITE CORPORATE)

Jul 2015 – Jan 2016

Cebu City, Philippines

**Role Context:** I managed B2B freight logistics for YRC, a major North American LTL carrier.

- Synchronized scheduling, billing, and claims across dual account lines, ensuring that high-value shipments stayed on track.
- De-escalated disputes over damaged or delayed freight, enforcing industry regulations while protecting B2B client relationships.

## V. EDUCATION, ACCOLADES & PROFESSIONAL DEVELOPMENT

### Undergraduate Studies in Law & Politics (Partial Completion)

Jose Maria College Foundation, Inc. – College of Law

2016 – 2018 (staggered enrollment)

Completed 1½ semesters of Juris Doctor coursework across midyear, first, and second semester terms — all while working full-time remotely. I didn't finish the program, but the exposure to legal reasoning and compliance frameworks sharpened my ability to handle disputes, read contracts, and manage risk.

### BA Mass Communication, Broadcasting

Jose Maria College Foundation, Inc.

2004 – 2009

Built a foundation in communication, media strategy, and broadcasting.

### Certifications & Specialized Training

- Pursuing Certified Property Manager (CPM) via the Institute of Real Estate Management (IREM)
- Advanced Administration: Zoho One Ecosystem & Rent Manager
- Continuous integration of LLM/AI frameworks for data-driven operational efficiency

# CHARACTER REFERENCES

## REMOTE OPERATIONS & SYSTEMS LEADERSHIP

### STRATEGIC PARTNERS & OPERATIONAL COLLABORATORS

#### Tom Black

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### LEADERSHIP LEGACY: TALENT DEPLOYMENT (Personally recruited, onboarded, and deployed from a pipeline of 50+)

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## FOUNDATIONAL BPO & CONTACT-CENTER RIGOR

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