



# ZAPHYR ZUR POMICPIC

Director of Operations & Systems Architect | Operational Process Expert

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## EXECUTIVE SUMMARY

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Visionary and results-driven Director of Operations & Systems Architect with over a decade of experience building and optimizing complex operational frameworks from the ground up. Proven expertise in transforming ambiguous business landscapes into highly efficient, scalable, and resilient systems through meticulous process architecture, technology integration, and data-driven workflow management. A strategic leader adept at navigating complex financial, technical, and coordination challenges while driving innovation and ensuring absolute operational integrity. Eager to apply my operational discipline and systems mastery to the construction maintenance space, bringing immediate value in workflow coordination, estimation processes, and continuous improvement.

## PROFESSIONAL DEVELOPMENT

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- Actively pursuing the Certified Property Manager (CPM) designation through IREM for advanced real estate management expertise.
- Broadening technical capabilities in custom application development (Zoho, Rent Manager integration).
- Pioneering AI initiatives (Custom AI Gems, Gemini exploration) to drive operational efficiency, automation, and strategic intelligence.

## RESILIENCE & COMMITMENT

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Across seven years in a high-pressure environment, I chose to stay, build, and lead. I helped establish three businesses from the ground up and served as the operational backbone through constant change. This endurance demonstrates the leadership quality that matters most: unwavering dedication to the systems and people I build.

# CORE COMPETENCIES

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## STRATEGIC OPERATIONS MANAGEMENT

Developing and executing strategic operational plans, optimizing workflows, and implementing best practices to achieve organizational goals. Translating strategic vision into actionable initiatives.

## PROCESS ARCHITECTURE & OPTIMIZATION

Analyzing existing processes, identifying inefficiencies, and designing streamlined, scalable workflows that enhance productivity and reduce operational costs. Creating comprehensive documentation, including process maps, SOPs, and training materials.

## WORKFLOW AUTOMATION & SYSTEMS INTEGRATION

Leveraging technology to automate repetitive tasks, integrate disparate systems, and improve data flow across the organization. Experienced in Zoho One, Rent Manager, Google Workspace, API integrations, and automation scripts. Quick to master new platforms like ServiceM8 and SimPRO.

## REMOTE TEAM LEADERSHIP & MANAGEMENT

Leading, mentoring, and developing high-performing remote teams across diverse functional areas. Fostering a collaborative and productive virtual work environment.

## PROJECT MANAGEMENT & IMPLEMENTATION

Managing projects from initiation to completion, ensuring on-time and within-budget delivery. Expert in workflow coordination, stakeholder communication, and documentation management to secure successful outcomes.

## FINANCIAL PRECISION & ANALYSIS

Meticulous attention to financial detail and numerical accuracy demonstrated through multi-company payroll management with 100% accuracy. Strong analytical skills for cost analysis, budget tracking, and financial reporting.

## FEATURED PROJECTS & TECHNICAL SOLUTIONS

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Comprehensive business technology solutions designed to streamline operations, enhance productivity, and drive business growth for SMBs.

### PAYROLLAPP

LIVE PRODUCTION

**Comprehensive remote employee payroll system** with multi-currency support, automated calculations, and professional document generation for international teams.

- Multi-currency payroll processing for global teams
- Automated timesheet calculations and approval workflows
- Professional payslip & certificate generation
- Secure employee database management with role-based access
- Integration with payment platforms (Wise, PayPal, Remitly)

**Technologies:** Zoho Creator, Deluge Scripting, API Integrations, Google Workspace

### PROMA PROPERTY MANAGEMENT SUITE

LIVE PRODUCTION

**Comprehensive property management toolkit** designed for efficiency, compliance, and seamless tenant onboarding operations.

#### Core Components:

**LockBox CK Ledger:** Centralized key and lockbox management system with location verification and comprehensive audit trails.

**Property Unit Intake:** Interactive onboarding system for portfolio acquisition with comprehensive property details, amenity tracking, and compliance verification.

**Rent Ready Unit Checklist:** Strategic protocol for compliance, performance, and ROI optimization with comprehensive inspection workflows and neighborhood analysis.

- Enhanced security with location-based verification
- Streamlined property onboarding and inspections
- Built-in compliance checklists for regulatory requirements
- Seamless integration across property management ecosystem

**Technologies:** Zoho Creator, Google Maps API, Mobile Optimization, Data Export

### JANABS CANDLES E-COMMERCE PLATFORM

LIVE PRODUCTION

**Professional e-commerce platform** for homemade candle business with wholesale pricing, inventory management, and automated catalog generation.

- Interactive product catalog with advanced filtering
- Dynamic wholesale pricing tiers for B2B clients
- Smart PDF price list generation and automated distribution
- Flexible payment arrangement system for wholesale accounts
- Inventory management and order tracking

**Technologies:** Shopify Customization, Liquid Templating, PDF Automation, Inventory APIs

## **DEVELOPMENT SERVICES & CAPABILITIES**

**Custom business technology solutions** designed to solve specific operational challenges and drive business growth.

### **Custom Business Apps**

Tailored software solutions designed to solve specific business challenges and streamline operations.

### **Data & Analytics**

Advanced analytics platforms and custom reporting solutions to drive data-informed decisions.

### **Process Automation**

Intelligent automation solutions to eliminate manual processes and increase operational efficiency.

### **E-commerce Solutions**

Complete e-commerce platforms with inventory management, payment processing, and analytics.

# PROFESSIONAL EXPERIENCE

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## Director of Operations

*HomeWorks Property Management LLC & Affiliates (BRCA, PILTD) | Remote | Nov 2018 – Jul 2025 (6 Years, 8 Months)*

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- Principal architect of the company's entire operational infrastructure, designing all critical procedures from inception and authoring the definitive operational playbook with detailed manuals, procedural guides, and training materials.
- Demonstrated exceptional financial precision by independently managing multi-company payroll for a remote team, ensuring 100% accuracy and on-time payments, showcasing meticulous attention to numerical detail.
- Sole administrator for the company's entire technology ecosystem (Zoho One suite, Rent Manager), managing configurations, API integrations, and advanced troubleshooting, demonstrating ability to master complex software platforms quickly.
- Orchestrated complex workflows from client onboarding through service delivery, coordinating between remote teams, clients, and vendors to ensure seamless project execution and timely completion.
- Pioneered innovation by independently developing a "Custom AI Gem" utilizing Google Gemini to generate sophisticated rental market analysis reports, enhancing analytical and strategic capabilities.
- Successfully recruited, onboarded, trained, and mentored a diverse, geographically distributed remote team, fostering stability and psychological safety to minimize turnover.
- Served as the primary escalation point for severe client conflicts, de-escalating potential legal threats and retaining high-value accounts.

## PREVIOUS PROFESSIONAL EXPERIENCE

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### Executive Admin Assistant (Virtual Assistant)

*SMART Building Services LLC | Jan 2017 – Dec 2017*

- Delivered comprehensive executive support for a construction services company, including assisting with construction bids, proposals, and light bookkeeping in QuickBooks.

### Customer Success Associate (Virtual Assistant)

*Freedom Laser Therapy, Inc. | Apr 2018 – Nov 2018*

- Provided multi-channel customer and sales support via email, live chat, and social media, assisting with order processing and product inquiries.

### Customer Support Professional (Virtual Assistant)

*Friends of Irony | Apr 2016 – Jan 2017*

- Managed customer interactions on social media, handled sales inquiries, and assisted customers in completing abandoned cart orders via Shopify.

### Account Executive (YRC Freight)

*EXL Philippines | Jul 2015 – Feb 2016*

- Specialized in logistics solutions, qualifying new leads and re-engaging existing clients with tailored service offerings.

### Payroll & Tax Services (Intuit – QuickBooks)

*Convergys (formerly Stream Global Services) | Cebu City | Sep 2013 – Jun 2015*

- Provided specialized support for U.S. payroll and taxation, assisting with software setup, tax payments, and filing quarterly/annual returns (941, 940, W-2).

### Product Support Specialist (eBay – PayPal)

*EPerformax Contact Center | Aug 2012 – Aug 2013*

- Mediated online store resolution issues between buyers and sellers to ensure adherence to platform rules and regulations.

### Technical Support Representative II (Time Warner Cable)

*Convergys | Cebu City | May 2010 – Jan 2011*

- Provided comprehensive technical support for internet, cable, phone, and email services, troubleshooting connectivity and service-related issues.

### Technical Support Representative (Cisco)

*Concentrix | Davao City | Nov 2008 – Apr 2010*

- Supported home networking products, assisting customers with setup and troubleshooting from modem to connected devices.

# EDUCATION

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## College of Law and Politics (Undergraduate Studies)

*Jose Maria College Foundation, Inc. | 2016 - 2019*

Developed a strong foundation in legal frameworks and governance principles relevant to compliance and operational management.

## Bachelor of Arts in Mass Communication, Major in Broadcasting

*Jose Maria College Foundation, Inc. | 2004 - 2009*

Built capabilities in strategic communication, public relations, and media analysis—directly applicable to team leadership and client management.

# AWARDS & RECOGNITION

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- College Leadership Excellence Award — Commended for strategic contributions and leadership in operational planning and execution.
- College Academic Excellence Award — Honored for consistent academic performance and excellence in coursework.
- Consistently recognized with performance bonuses for outstanding dedication, strategic contributions, and operational leadership.
- Formally commended for exceptional organization in creating detailed meeting agendas and analytical spreadsheets that improved team efficiency.

# CONTACT

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For leadership opportunities, systems architecture engagements, or operational consulting:

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# PROFESSIONAL STANCE

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I build order out of chaos. I design systems that endure. I lead teams that perform under pressure. Senior mandates, complex integrations, and decisive operations are where I deliver my best work.