

RONALD C. MORSE

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EXECUTIVE ASSISTANT | OPERATIONS AND BUSINESS SUPPORT SPECIALIST

Insurance-savvy operations leader with 20+ years supporting executives, overseeing multi-site facilities, and directing IT/administrative systems. Known for discretion, foresight, and transforming rough concepts into polished deliverables, while enabling leadership to stay focused on growth and strategy. Experienced in insurance operations, reporting, compliance workflows, HR coordination, and executive communications. Adept at balancing hands-on execution with strategic support.

CORE COMPETENCIES:

- Executive & Leadership Support
- Confidentiality & Discretion
- Reporting & Data Analysis
- Meeting & Event Preparation
- Document & Knowledge Management
- SOP & Compliance Processes
- IT Systems & Productivity Tools
- Vendor & Facilities Coordination
- Onboarding & HR Support

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group - Stamford, CT
Operations Analyst / Business Support Specialist (Executive Assistant to CEO) 2000-2025

Executive & Leadership Partnership

- Served as right-hand to CEO, handling confidential matters, anticipating needs, and ensuring leadership could focus on strategy.
- Functioned in an Executive Assistant / Chief-of-Staff capacity, bridging leadership vision with daily execution.
- Drafted, edited, and polished executive communications, presentations, and reports for internal and external stakeholders.

Insurance Operations & Reporting

- Prepared polished reports, charts, and presentations distilling complex insurance and operational data into clear insights for executive decision-making.
- Supported insurance executives with weekly/monthly/quarterly reporting, client and carrier documentation, and compliance deliverables.
- Organized and archived a wide range of sensitive materials for executive review; from HR records and sales reports, to corporate filings and licensing records, handled with strict confidentiality.

Organizational Systems & Confidential Support

- Managed digital and physical records (policies, authorities, notices) for senior executives; ensured accuracy, confidentiality, and retrieval speed.
- Coordinated cross-department workflows in sales, compliance, and service to keep leadership aligned with enterprise goals.
- Consolidated vendor and licensing files into standardized systems, ensuring compliance readiness and faster executive access to critical documents.
- Balanced dual role of operations and property oversight, managing six executive-owned properties while ensuring business operations across 20+ office locations.

Technology & Business Enablement

- Pioneered new insurance, CRM, and communications platforms, adapting to changing industry needs while training staff and ensuring reliable reporting.
- Directed IT and unified communications infrastructure for a 12-location, 60+ employee insurance organization.
- Ensured seamless integrations post-M&A, handling migrations, vendor consolidation, and training.
- Developed and implemented SOPs and knowledge systems that enabled the firm to scale from 3 to 62 employees across 13 locations.

TOOLS AND TECH:

Google Workspace, Microsoft 365, SharePoint, CRM platforms, Adobe Creative Suite, CAD layout & LucidChart, Unified Communications Admin (RingCentral)

COMMUNITY LEADERSHIP & ENGAGEMENT:

President, Brighton Court Condo Association: Leads a 37-unit community, overseeing property management, major projects, and governance with transparency & collaboration.

Partner, Rippowam Labs Makerspace: Co-managed a creative workspace, teaching technical and craft skills while fostering collaboration.

EDUCATION:

State University of New York

- Purchase, NY

Conservatory of Theatre Arts, Design/Technology

"Ronald wore many hats with expertise, enthusiasm, and dependability. His initiative in creating custom software solutions improved workflows, and his rare ability to handle both high-level strategy and detailed execution made him instrumental to our growth from 3 to 62 employees across 13 locations."

— Brian E. Rogers, CEO, Stamford Insurance Group