

# RONALD C. MORSE

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## OFFICE MANAGER | OPERATIONS & WORKPLACE EXPERIENCE LEADER

Dynamic operations professional with 20+ years creating organized, tech-enabled, and people-centric workplaces. Known for blending front-of-house polish with hands-on execution, equally comfortable greeting clients and managing building systems. Proven success optimizing office logistics, vendor relations, and workplace culture in lean organizations that value adaptability and reliability.

### CORE COMPETENCIES:

- Office & Facilities Management
- Vendor & Visitor Coordination
- Executive & HR Support
- Procurement & Inventory
- Onboarding & Orientation
- Project Planning & Coordination
- Workplace Experience
- Space Planning & Relocation
- Culture & Engagement
- Corporate Event & Meeting Support
- Workplace Systems Integration
- Compliance & Safety Oversight

### PROFESSIONAL EXPERIENCE:

#### Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

*Manager: Operations, Facilities & IT / Operations Analyst*

*2000 – 2025*

#### Office Operations & Workplace Experience

- Served as the central point of contact for executives, employees, clients, and vendors, ensuring a polished, professional, and responsive workplace across multiple locations.
- Coordinated day-to-day office logistics including meeting preparation, supply management, mail distribution, courier services, and front-of-house reception.
- Managed mailroom and shipping workflows using systems such as Pitney Bowes meters as well as Stamps.com, UPS and FedEx online platforms, maintaining accurate tracking and reliable service across locations.
- Partnered with HR to streamline new-hire onboarding, workstation setup, and workspace readiness; ensuring a seamless start and strong first impression for every team member.
- Planned and supported company meetings, leadership offsites, and team events, reflecting brand professionalism and a culture of hospitality.

#### Facilities & Vendor Management

- Oversaw six executive-owned properties and 20+ leased offices, aligning facilities, vendors, and lease terms with operational goals and budgets.
- Directed build-outs, renovations, and relocations, including a 5,000 sq-ft HQ move completed with zero downtime and substantial monthly savings.
- Negotiated and managed service contracts across maintenance, cleaning, IT, and supplies, ensuring reliable, cost-effective performance.
- Implemented preventive maintenance programs and building safety procedures to ensure compliance and minimize disruption.
- Regularly collaborated with external vendors, contractors, and building management teams to coordinate deliveries, access, and projects.

## Executive & HR Partnership

- Acted as the CEO's trusted operations partner, providing executive-assistant-level scheduling, communication, and project coordination with discretion.
- Partnered with HR and leadership to support onboarding, benefits logistics, policy rollouts, and employee engagement initiatives.
- Coordinated leadership communications, announcements, and staff events to foster transparency and a positive workplace culture.
- Served as liaison between executives, staff, and external stakeholders, ensuring clarity, professionalism, and follow-through.

## Operations Leadership & Process Innovation

- Introduced and maintained collaboration platforms (Microsoft 365, Teams, SharePoint, Zoom, RingCentral) to improve internal communication and responsiveness.
- Partnered with leadership to document workflows and create SOPs for procurement, onboarding, and compliance, improving consistency and accountability.
- Led multiple office moves, acquisitions, and system transitions, maintaining business continuity and employee morale during periods of change.
- Supported technology adoption across all departments through hands-on training and user-friendly documentation.
- Ensured that technology served as a bridge, not a barrier, between departments, enabling a more agile, connected organization.

## COMMUNITY LEADERSHIP & ENGAGEMENT

**President, Brighton Court Condo Association:** Leads a 37-unit residential community, overseeing property management, vendor contracts, and crisis response. Promotes safety, resilience, and transparent governance through collaboration.

**Partner, Rippowam Labs Makerspace:** Co-managed a creative workspace supporting technical and craft learning. Coordinated facilities, equipment maintenance, events, and teaching while fostering inclusive community culture.

## TOOLS AND SYSTEMS:

Microsoft Office Suite (PowerPoint, Excel, Access, Outlook, Word) • SharePoint • RingCentral UCaaS • Adobe Creative Suite (Illustrator, Premiere Pro) • CRM Platforms • CAD Layout/Drafting • LucidChart

## EDUCATION:

**State University of New York**

**- Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology*

*"Ronald wore many hats with expertise, enthusiasm, and dependability. He often took on complex assignments with minimal direction, transforming ideas into fully executed projects. His ability to handle both high-level strategy and detailed execution is rare and valuable."*

*— Brian Rogers, CEO, Stamford Insurance Group*