

RONALD C. MORSE

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SENIOR OFFICE & ADMINISTRATIVE MANAGER | STARTUP OPERATIONS BUILDER

Senior operations and office leader with 15+ years building and stabilizing internal infrastructure across fast-moving, multi-site environments. Proven builder of office operations, onboarding systems, IT asset workflows, and executive logistics during periods of growth, integration, and change. Known for proactive problem-solving, structured process design, and calm execution across physical space, systems, vendors, and leadership coordination.

CORE COMPETENCIES:

- Office Operations & Workplace Infrastructure
- IT Asset Provisioning & Lifecycle
- Onboarding & Offboarding Systems
- Hardware Inventory & Access Readiness
- Vendor & Building Management
- Executive Operations & Support
- SOP Development & Process Standardization
- Hybrid Meeting & AV Enablement
- Cross-Functional Coordination
- Office Moves, Buildouts & Integrations
- Procurement, Budget Input & Cost Controls
- Security, Access & Compliance Readiness

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

– Stamford, CT

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

2000 – 2025

High-growth, multi-location organization spanning 12+ offices across the Northeast. Role evolved from office and administrative leadership into full-scope operations, IT enablement, facilities, and executive support during expansion and acquisition cycles.

Office & Workplace Operations

- Built and scaled daily office operations across 12+ locations, ensuring organized, professional, and functional workplaces supporting leadership, sales, and service teams.
- Owned vendor coordination with building management, construction, cleaning, shipping, utilities, AV, and technology providers to maintain continuous site readiness.
- Led office relocations, buildouts, and renovations including a full headquarters move delivered with near-zero downtime and significant monthly cost reductions.
- Designed workspace layouts and furniture plans using CAD and LucidChart to improve capacity planning, traffic flow, and team collaboration.
- Oversaw procurement workflows, vendor quotes, purchase orders, and operational budget inputs to maintain cost discipline during expansion.

Onboarding, Offboarding & Process Design

- Designed end-to-end onboarding systems integrating workspace setup, laptop provisioning, access readiness, training materials, and leadership orientation.
- Built offboarding checklists covering device recovery, access removal, documentation transfer, and vendor notifications.
- Developed SOPs across operations, IT, facilities, compliance, and executive support to eliminate dependency on tribal knowledge and strengthen scalability.
- Reduced integration timelines from months to weeks during acquisitions by standardizing onboarding, systems migration, and communications workflows.

Systems & Technical Enablement

- Owned full hardware lifecycle management including laptop provisioning, refresh cycles, deployment, recovery, and reassignment for 60+ users across multiple locations.
- Maintained accurate inventory of laptops, monitors, networking equipment, peripherals, and mobile devices aligned to onboarding and offboarding workflows.
- Owned on-site IT operations in partnership with remote IT vendors, supporting device setup, basic troubleshooting, network readiness, and access provisioning.
- Led consolidation of telecom infrastructure across 100+ offices and 400+ users, standardizing UCaaS systems, routing logic, reporting visibility, and reliability.
- Administered Microsoft 365, Teams, SharePoint, CRM platforms, and document management systems to ensure workflow consistency and operational continuity.
- Built internal knowledge systems, SOPs, and technical documentation supporting onboarding, training, and system adoption.

Leadership Enablement

- Served as trusted operations partner to the CEO and senior leadership, managing executive logistics, sensitive initiatives, and internal operating cadence.
- Prepared executive meeting briefings, agendas, talking points, slide decks, and follow-up tracking to ensure leaders were fully prepared and decisions executed.
- Coordinated leadership meetings, client visits, training sessions, and internal all-hands events across multiple locations.
- Maintained discretion across HR, compliance, legal, ownership transitions, and M&A-related operational activities.

COMMUNITY LEADERSHIP & ENGAGEMENT

President, Brighton Court Condo Association: Leads governance, vendor contracts, capital projects, emergency response, and resident communications for 37-unit community.

Partner, Rippowam Labs Makerspace: Co-managed facilities, equipment maintenance, safety standards, and technical workshops within a collaborative learning environment.

TOOLS AND SYSTEMS:

Microsoft 365 (Outlook, Excel, Access, PowerPoint, Teams, SharePoint)

CRM Platforms • UCaaS / RingCentral • Hybrid Meeting, AV & Conference Room Systems

LucidChart & CAD Drafting • Adobe Creative Suite

Shipping & Logistics Platforms (UPS, FedEx, Stamps.com, Pitney Bowes)

EDUCATION:

State University of New York: Conservatory of Theatre Arts, Design/Tech – Purchase, NY

EXECUTIVE TESTIMONIAL:

“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