

RONALD C. MORSE

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ASSISTANT PROPERTY MANAGER | OPERATIONS & FACILITIES COORDINATOR

Operations and facilities professional with extensive experience managing maintenance workflows, organizing office functions, scheduling vendors/technicians, and keeping property-related activities well-documented and on track. While my background is in office and mixed-use property operations, I bring a strong administrative foundation, excellent communication, and reliable on-site presence suited to co-op and residential management environments.

CORE COMPETENCIES:

- Visitor, Client & Stakeholder Communication
- Maintenance & Facilities Coordination
- Vendor & Contract Management
- Renovation & Capital Project Support
- Operations & Project Scheduling
- Office Administration & Front-Desk Support
- Document Preparation & Editing
- Compliance & File Management
- Mail Handling & Office Logistics
- Budget Tracking & Purchasing Support
- CRM & Administrative Systems
- SOP Development & Process Improvement
- Safety, Access & Emergency Response
- Hands-On Problem Solving

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Manager of Facilities Operations & IT / Operations Analyst

2000 – 2025

Front Office & Administrative Operations

- Ran the daily operations of a busy multi-location office with heavy customer-facing responsibilities, ensuring smooth traffic flow, timely responses, and accurate recordkeeping.
- Managed reception-style functions including greeting visitors, answering phones, distributing mail, and maintaining organized paper/electronic files.
- Drafted, edited, and proofread professional documents, announcements, contracts, and stakeholder communications.

Property & Facilities Management (6 owned properties + 20+ leased sites)

- Oversaw daily maintenance needs, building access, safety practices, vendor coordination, and custodial/security alignment across multiple properties.
- Coordinated repair requests, preventive maintenance cycles, and technician scheduling; balancing immediate issues with long-term planning.
- Managed buildouts, renovations, and relocations, including a 5,000 sq. ft. headquarters move completed with zero downtime and measurable cost savings.
- Established and documented SOPs for maintenance, safety, access control, and workspace readiness, improving consistency across all properties.
- Served as owner's representative during renovation and space-improvement projects, coordinating contractors, reviewing bids, and ensuring work was completed safely and on schedule.

Vendor Coordination

- Coordinated repair requests by scheduling and directing outside contractors and technicians, ensuring issues were addressed promptly and with clear follow-through.
- Maintained vendor lists, service agreements, and contractor documentation; reviewed bids and managed service calendars.

Governance, Sales & Stakeholder Support

- Acted as a right-hand partner to the CEO/COO, supporting sales meetings, compliance, tenant and office-oriented communications, and crisis response.
- Frequently served as the liaison between owners, tenants, contractors, and internal teams, ensuring clarity and professionalism.

Crisis Response & Reliability

- Served as the first point of contact for after-hours emergencies, HVAC failures, and storm or flood events, coordinating rapid response and recovery.
- Led insurance coordination and resilience efforts as Condo Board President following major water damage and infrastructure repairs.

COMMUNITY LEADERSHIP & ENGAGEMENT

President, Brighton Court Condo Association:

Leads a 37-unit community, directing long-term maintenance planning, capital projects, and vendor oversight. Coordinates with residents, city agencies, and insurers on repairs, safety upgrades, and resident communications.

Partner, Rippowam Labs Makerspace: Co-managed a creative workspace supporting technical and craft learning. Oversaw facilities, equipment maintenance, events, and workshops while fostering an inclusive, collaborative environment.

TOOLS AND SYSTEMS:

Microsoft 365 (Outlook, Excel, Access, PowerPoint, Word, SharePoint, Active Directory)

CAD Layout/Drafting • LucidChart • RingCentral UCaaS

Adobe Creative Suite (Illustrator, Premiere Pro) • CRM Platforms

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