

# RONALD C. MORSE

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## OFFICE MANAGER | WORKPLACE, FACILITIES & ADMINISTRATIVE SUPPORT

Hands-on office and operations professional with 15+ years supporting fast-moving teams through effective workplace management, facilities oversight, and administrative operations. Known for creating organized, welcoming office environments; quickly solving operational issues; and supporting cross-functional teams with calm execution. Brings a practical, service-oriented mindset and strong attention to detail across physical spaces, systems, and people.

### CORE COMPETENCIES:

**Office & Workplace Management:** Office Operations • Facilities Coordination

Vendor & Building Management • Office Safety & Readiness • Space Planning • Supplies & Inventory  
Office Moves & Refreshes • Events & Team Support

**Administrative & Operations Support:** Internal Communications • Calendar & Meeting Coordination  
Budget Planning & Cost Analysis • Policy & Procedure Documentation • Onboarding & Offboarding  
Shipping & Fulfillment Coordination

**Technology & Office Systems:** Microsoft 365 Support & Admin • Hybrid Meeting Support  
Wi-Fi & Connectivity Troubleshooting • Conference Room & AV Setup • Device & Equipment Setup

### PROFESSIONAL EXPERIENCE:

**Relation Insurance Services & Stamford Insurance Group** – Stamford, CT

*Operations Analyst | Manager: Operations, Facilities and Technology* 2010 – 2025

#### Office, Facilities & Workplace Operations

- Managed day-to-day office operations and facilities coordination across 20+ office locations, ensuring clean, safe, functional, and welcoming work environments.
- Served as primary liaison with landlords, property managers, building superintendents, and contractors for repairs, maintenance, and improvements.
- Coordinated office moves, renovations, space reconfigurations, and furniture installations with minimal disruption to daily operations.
- Oversaw office supply, kitchen, and equipment inventory; established recurring ordering and restocking processes.
- Supported office design updates, signage, and workspace improvements aligned with brand standards.

#### Administrative & Leadership Support

- Acted as a central point of contact for office-related communications, scheduling, and coordination across teams and leadership.
- Supported executives with budget planning and cost analysis for office operations, facilities projects, and operational initiatives.
- Created and maintained office policies, procedures, and internal documentation to improve consistency, clarity, and execution.
- Anticipated needs and proactively resolved operational issues before they impacted schedules, teams, or leadership priorities.

## **Technology & Systems Enablement**

- Served as the first line of support for in-office technology issues, bridging end users, vendors, and IT partners to resolve problems quickly and keep teams productive.
- Provided hands-on troubleshooting for Wi-Fi, conferencing, AV, and day-to-day office technology issues as they arose.
- Set up and supported conference rooms, displays, and hybrid meeting environments for meetings, trainings, and events.
- Coordinated software installations, device setup, and vendor support to keep office systems reliable and user-friendly.

## **Process Improvement & Cross-Functional Execution**

- Identified inefficiencies in office and administrative workflows and implemented practical improvements to increase clarity and execution.
- Developed SOPs, reference materials, and onboarding documentation to support consistency across teams.
- Collaborated with operations, marketing, creative, and leadership teams to support project needs and operational initiatives.

## **COMMUNITY LEADERSHIP:**

### **President, Brighton Court Condo Association**

- Lead governance, budgeting, vendor oversight, and capital projects for a 37-unit residential community.
- Coordinate maintenance, repairs, inspections, and contractor work while balancing resident needs and budget constraints.

## **TOOLS & SYSTEMS:**

Microsoft 365 (Teams, SharePoint, Outlook, Excel, PowerPoint) • SharePoint Admin  
Document/Knowledge Systems • Work Order & Vendor Portals  
CAD Drafting & Layout Tools • LucidChart • CRM & Office Systems • RingCentral UCaaS  
Hybrid Meeting & AV Support • Day-to-day Technology/Device Troubleshooting

## **EDUCATION:**

### **State University of New York**

**– Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology*

## **SELECTED 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