

# RONALD C. MORSE

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## OPERATIONS MANAGER | BUSINESS OPERATIONS & PROCESS IMPROVEMENT

Operations and business systems leader with 15+ years improving processes, strengthening customer operations, and enabling scalable growth across multi-site environments. Known for structured execution, cross-functional coordination, and building clarity and continuity through periods of change. Skilled in workflow optimization, systems integration, data-driven decision support, and operational readiness. A steady, trusted partner who turns direction into organized systems, accelerates adoption, and ensures smooth delivery of critical initiatives.

### CORE COMPETENCIES:

- Operational Management & Readiness
- Process Improvement & SOP Development
- Cross-Functional Coordination
- Systems & Workflow Optimization
- Data Analysis & Reporting
- CRM & Billing Systems
- Training & Onboarding Design
- Project & Integration Management
- Communication Flow & Operating Cadence
- Stakeholder Alignment & Workstream Execution
- Vendor & Contract Oversight
- Change Management

### PROFESSIONAL EXPERIENCE:

#### **Relation Insurance Services & Stamford Insurance Group**

– **Stamford, CT**

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

*2000 – 2025*

#### **Process Improvement & Operational Readiness**

- Streamlined workflows across sales, service, finance, and compliance, reducing integration timelines from months to weeks.
- Designed SOPs, onboarding flows, and standardized training materials enabling rapid adoption of new systems and processes.
- Identified bottlenecks using operational data and implemented solutions improving turnaround times and customer service outcomes.
- Built repeatable systems for task tracking, project visibility, and cross-team accountability.

#### **Cross-Functional Coordination & Execution**

- Coordinated across sales, finance, compliance, IT, and HR to support organizational priorities and deployment readiness.
- Organized multi-stakeholder workstreams, cleared obstacles, and ensured alignment across departments during integrations and rollouts.
- Acted as a liaison between leadership, department heads, and vendors to ensure smooth, timely deployment of initiatives.
- Improved leadership visibility by creating lightweight tracking systems for milestones, dependencies, and cross-team deliverables.

## **Systems, Technology & Customer Operations Enablement**

- Consolidated telecom infrastructure across 100+ sites and 400+ users, and led IT standardization across core offices, aligning hardware, cloud tools, security practices, and CRM workflows to support unified operations.
- Administered CRM, onboarding, compliance, and document-management systems to strengthen operational reporting and workflow reliability.
- Implemented collaboration tools (Microsoft 365, Teams, SharePoint, RingCentral), modernizing communication and improving efficiency across the organization.
- Trained staff and developed reference materials supporting system rollouts, acquisition integrations, and operational transitions.

## **Leadership Operations & Decision Support**

- Served as a right-hand operations partner to the CEO and senior leadership, managing priorities, sensitive initiatives, and multi-team workflows.
- Built and maintained structured operating cadence, communication flows, and reporting visibility to support timely executive decisions.
- Provided analysis and summaries for leadership on operational trends, risks, and outcomes.

## **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 365 (Excel, Access, PowerPoint, Outlook, Teams, SharePoint)

CRM Administration • RingCentral UCaaS (admin & configuration)

Adobe Creative Suite (Illustrator, Premiere) • LucidChart • CAD Layout/Drafting

## **EDUCATION:**

**State University of New York**

**– Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology*

## **TESTIMONIAL (FROM CEO):**

“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*