

# RONALD C. MORSE

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## OFFICE MANAGER | OPERATIONS & CLIENT EXPERIENCE

Hands-on office and operations manager with an entrepreneurial mindset and startup spirit. I've spent my career helping business owners turn empty spaces into organized, high-performing workplaces; handling vendors, systems, and day-to-day details so they can stay focused on growth. I bring calm under pressure, creative problem-solving, and the follow-through that keeps operations reliable and professional every day.

## CORE STRENGTHS:

- Office Management
- Facilities Oversight
- Front-Desk Workflow
- Vendor & Contractor Relations
- Staff Onboarding & Training
- Inventory & Equipment Management
- Budgeting & Purchasing
- Client Experience
- IT & Systems Setup
- HIPAA & Compliance Awareness
- Team Coordination & Communication
- Project and Crisis Management

## PROFESSIONAL EXPERIENCE:

### Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

*Operations and Facilities Manager / Operations Analyst*

*2000–2025*

**Grew with the same business owner for over 20 years, advancing from client-facing roles to the CEO's right hand while developing deep expertise across operations, facilities, and IT.**

- **Office Management & Administration:** Directed day-to-day office operations across multiple locations, ensuring smooth front-desk and office workflow, scheduling support, and professional presentation for staff and clients. Maintained supplies, managed vendor relationships, and kept administrative systems running efficiently.
- **Facilities Management:** Oversaw maintenance, repairs, and safety compliance for executive-owned and leased spaces. Managed contractors and service providers for HVAC, utilities, and space planning, ensuring each location remained functional, safe, and cost-efficient.
- **Executive & Confidential Support:** Partnered directly with ownership and executives, handling sensitive correspondence, gatekeeping, event execution and home-office support with discretion and foresight.
- **Client & Service Workflow:** Created SOPs for client service, reception, and records handling standardizing operations and improving turnaround times.
- **Project & Space Planning:** Managed buildouts, relocations, and renovations from design through completion—delivering zero downtime and measurable cost savings.
- **Technology & Systems:** Oversaw communication and IT systems (phones, internet, printers, workstations), ensuring uptime and quick resolution of issues across offices.

## TOOLS & TECHNOLOGY:

- Microsoft 365 (Outlook, Word, PowerPoint), SharePoint, VoIP & Telephony systems, CRM platforms, LucidChart/CAD layout tools, Adobe Creative Suite, Hardware/AV systems

## EDUCATION:

### State University of New York

- Purchase, NY

*Conservatory of Theatre Arts, Design/Technology*

*"Ronald wore many hats with expertise, enthusiasm, and dependability... instrumental to our growth from 3 to 62 employees across 13 locations."*

*— Brian Rogers, CEO*