

# RONALD C. MORSE

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## OPERATIONS & STRATEGY COORDINATOR | LEADERSHIP & EXECUTION SUPPORT

Strategic operator supporting senior leadership through structured execution, operational cadence, and proactive coordination. Known for turning direction into scalable systems, building clarity across teams, and driving initiatives forward with precision and discretion. Trusted partner to executives navigating fast-moving priorities, organizational change, and confidential strategic work.

### CORE COMPETENCIES:

- Operating Rhythm & Leadership Support
- Initiative Tracking & Follow-Through
- Process Design & SOP Development
- Cross-Team Communication
- Executive Decision Support & Briefing Prep
- Project Coordination
- KPI Visibility & Reporting Cadence
- Structured Execution With Limited Guidance
- Stakeholder Alignment & Meeting Management
- Discretion, Confidentiality & Judgment

### PROFESSIONAL EXPERIENCE:

#### Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Operations Analyst / Business Support Specialist

2000 – 2025

##### Leadership Operations & Strategic Support

- Served as right-hand partner to CEO, managing priorities, sensitive initiatives, and leadership workflows.
- Built structured operating cadence and communication flows ensuring clarity, accountability, and timely decisions.

##### Cross-Functional Coordination & Execution

- Coordinated across sales, finance, compliance, IT, and HR to support organizational priorities.
- Accelerated integration timelines through standardized playbooks and milestone tracking.
- Organized multi-stakeholder workstreams, resolved blockers, and ensured alignment across leadership and teams.

##### Process, Systems, & Information Management

- Designed and implemented SOPs, onboarding flows, and internal knowledge systems to scale operations.
- Built repeatable systems for task tracking, project visibility, and cross-team accountability.
- Implemented CRM standards, compliance workflows, and internal reporting structures.

### SELECTED ACHIEVEMENTS

- Led office relocations and operational upgrades with zero downtime and controlled budgets.
- Consolidated communication systems across 100 offices and 400+ users, improving service and reporting.
- Integrated acquired offices in <6 weeks, aligning people, systems, procedures, and brand experience.

### TOOLS AND SYSTEMS:

Microsoft 365 (Excel, Access, PowerPoint, Teams, SharePoint) • CRM administration • Project & knowledge systems • Task, workflow, & reporting systems • Unified communications platforms

### EDUCATION:

#### State University of New York – Purchase

- Conservatory of Theatre Arts, Design/Tech

"Often took on complex assignments with minimal direction, transforming ideas into fully executed projects."

— Brian Rogers, CEO, Stamford Insurance Group