

RONALD C. MORSE

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TECHNICAL OPERATIONS & EXECUTIVE IT SUPPORT SPECIALIST

Hands-on technical operations leader with 15+ years supporting executives, managing multi-site systems, and delivering calm, white-glove troubleshooting across Microsoft 365, AV/hybrid meetings, networking, and cloud environments. Skilled in bridging IT and Operations, running infrastructure for a 12-location organization, directing upgrades and relocations, and supporting leadership through confidential, high-judgment technical requirements. Known for discretion, clarity, and the ability to keep people productive and systems reliable.

CORE COMPETENCIES:

- Executive Technical Support
- Hybrid Meeting & AV Support
- Microsoft 365 & SharePoint Admin
- Azure AD / Active Directory
- Networking (TCP/IP, DNS, DHCP)
- SonicWall & Firewall Oversight
- Endpoint Lifecycle & Imaging
- Multi-Site IT Operations
- Vendor & MSP Management
- Hardware Deployment & Upgrades
- IT Project Coordination
- SOPs, Documentation & Knowledge Bases
- Security, Backup & Device Hygiene
- UCaaS Administration (RingCentral)

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

– Stamford, CT

Operations Analyst / Manager: Operations & IT

2000 – 2025

Executive Technical Support & Hybrid Meeting Operations

- Supported the CEO and senior leaders as the primary technical contact for 20+ years, resolving issues discreetly and ensuring uninterrupted productivity across Windows, iOS, Teams, and mobile environments.
- Delivered white-glove AV and hybrid meeting support: configuring rooms, managing connectivity, prepping presentations, and providing rapid in-room troubleshooting for leadership sessions, client meetings, trainings, and offsites.
- Provided calm crisis support during outages and urgent failures; consistently recognized for sound judgment, composure, and ability to resolve issues before they escalated.

IT Operations & Systems Administration

- Directed full-scope IT operations for a 12-location organization, administering Microsoft 365, Active Directory, endpoint security, and user provisioning for 60+ staff.
- Managed networking infrastructure across all offices—overseeing ISP relationships, VPNs, firewalls, switching, remote connectivity, and multi-site uptime.
- Administered cloud systems including Exchange Online, SharePoint, Teams, and CRM platforms; standardized configurations to improve security and usability.
- Oversaw MSP and vendor relationships, contract evaluation, escalations, and maintenance cycles to ensure reliable, cost-effective IT performance.
- Standardized onboarding, access management, asset lifecycle, and documentation practices, improving consistency and reducing support friction across all offices.

Technology Projects, Integrations & Office Buildouts

- Led technology integrations during multiple acquisitions: coordinating network upgrades, hardware refreshes, data capture, and onboarding to bring new offices online in under six weeks.
- Executed a UCaaS consolidation across 100+ offices and 400+ users, eliminating routing failures, improving customer experience, and enabling centralized reporting.
- Delivered full headquarters relocation including cabling, network design, AV implementation, server migration, and endpoint deployment with zero downtime.
- Directed planning, budgeting input, documentation, and cross-team coordination for IT, operations, and facilities projects—ensuring continuity, clarity, and successful rollouts.
- Captured, documented, and standardized technical processes to support scaling from 3 to 62 employees and 13 locations.

Workplace Technology, Vendor Support & Cross-Functional Operations

- Managed the intersection of IT, operations, and facilities, ensuring that workplace systems, equipment, and vendors supported team productivity and minimized disruption.
- Partnered with leadership on feasibility studies, financial analysis, technology proposals, and operational planning for upgrades, improvements, and integrations.
- Translated complex technical concepts into clear, non-technical guidance, improving user adoption and reducing resistance to system changes.

TOOLS & SYSTEMS:

Systems & Admin: Microsoft 365 Admin, Active Directory, SharePoint, Exchange Online

Networking & Security: TCP/IP, DNS, DHCP, SonicWall firewalls, VPN, endpoint protection

Productivity & Support: Excel, Access, PowerPoint, Teams, Zoom, Slack, Adobe Creative Suite

Hardware & Lifecycle: Imaging, configuration, asset tracking, workstation & device management

AV & Meeting Tech: AV & Hybrid Meeting Systems, boardroom setups, in-room troubleshooting

Other: LucidChart, CAD drafting (schematic layouts), CRM platforms, RingCentral UCaaS

COMMUNITY LEADERSHIP & ENGAGEMENT:

Partner, Rippowam Labs Makerspace: Co-managed facilities, equipment, and technical workshops.

President, Brighton Court Condo Association: Leads governance, vendor oversight, and major property projects for 37-unit community.

EDUCATION:

State University of New York

– Purchase, NY

Conservatory of Theatre Arts, Design/Technology

TESTIMONIAL (FROM CEO):

“Quickly learns new applications and, more impressively, applies them effectively to streamline operations. His initiative in creating custom software solutions significantly improved internal workflows, and his ability to handle both high-level strategy and detailed execution is rare and valuable.”

— Brian Rogers, CEO, Stamford Insurance Group