

RONALD C. MORSE

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EXECUTIVE & OFFICE OPERATIONS MANAGER

Operations, facilities, and technology leader with 20+ years supporting executives, managing multi-site offices, and driving process improvement. Recognized as the trusted “right hand” to senior leadership: anticipating needs, safeguarding priorities, and turning complex challenges into seamless operations. Skilled at blending executive support, knowledge systems, and hands-on execution. Brings a unique blend of executive support, operations leadership, and technology fluency to help senior professionals and teams perform at their best.

CORE COMPETENCIES:

- Executive & Team Support
- Confidential Correspondence & Reports
- Operations & Business Administration
- Process Documentation & SOPs
- Vendor & Contract Oversight
- Technology & Systems Integration
- Facilities & Workplace Oversight
- Onboarding & Training
- Project Management
- Event & Meeting Coordination

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group - Stamford, CT

Operations Analyst / Business Support Specialist / Manager: Operations, Facilities & IT
2000 - 2025

Executive & Administrative Partnership

- Served as CEO's trusted right hand, combining operational leadership with discreet executive support to keep priorities on track.
- Coordinated executive and cross-team meetings, ensuring agendas, materials, and follow-up actions were delivered on time, including logistics for offsites and multi-location sessions.
- Drafted and refined presentations, reports, and correspondence, turning rough concepts into polished communications that guided decision-making.
- Anticipated needs and proactively solved issues before they surfaced, often functioning in a Chief-of-Staff capacity, bridging leadership priorities with daily operations.

Operations

- Streamlined workflows across sales, finance, compliance, and service departments, cutting acquisition integration time from months to weeks.
- Standardized SOPs and knowledge systems, ensuring accountability and seamless onboarding of new employees and offices.
- Managed timelines, budgets, reporting processes, vendor contracts, and compliance administration across a multi-state business.

Facilities & Workplace Oversight

- Balanced dual role of operations and property manager, overseeing six executive-owned properties and 20+ leased offices (up to 13 simultaneously).
- Directed build-outs, relocations, and vendor management; achieved zero-downtime Stamford HQ move saving thousands in monthly costs.
- Delivered welcoming, brand-aligned office environments that enhanced employee engagement and client impression.

Technology & Systems Integration

- Directed IT infrastructure for a 60+ employee, 12-location enterprise.
- Rapidly learned and deployed new systems, ensuring smooth adoption (CRM, UCaaS, Microsoft 365, compliance tools, hardware).
- Partnered with leadership to align technology with operations, delivering scalable, cost-effective solutions praised by stakeholders.

TOOLS AND TECH:

Microsoft Office Suite (Excel, PowerPoint, Outlook, Word), SharePoint, Teams

Microsoft 365 Admin, Active Directory, CRM Systems, UCaaS (RingCentral)

Adobe Creative Suite; Facilities Planning Tools (CAD, LucidChart)

COMMUNITY LEADERSHIP & ENGAGEMENT:

President, Brighton Court Condo Association: Leads a 37-unit community, overseeing property management, major projects, and governance with transparency & collaboration.

Partner, Rippowam Labs Makerspace: Co-managed a creative workspace, teaching technical and craft skills while fostering collaboration.

EDUCATION:

State University of New York

- Purchase, NY

Conservatory of Theatre Arts, Design/Technology

"Ronald wore many hats with expertise, enthusiasm, and dependability. His initiative in creating custom software solutions improved workflows, and his rare ability to handle both high-level strategy and detailed execution made him instrumental to our growth from 3 to 62 employees across 13 locations."

— Brian E. Rogers, CEO, Stamford Insurance Group