

# RONALD C. MORSE

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## OPERATIONAL READINESS ANALYST | PROCESS IMPROVEMENT & BUSINESS OPS

Analytical operations leader with 20+ years of experience improving processes, supporting customer service operations, and driving seamless change management across fast-paced organizations. **Proven record of reducing waste, standardizing procedures, and enabling growth** through scalable systems and cross-functional collaboration. Skilled in **customer operations support, training design, and deployment readiness**, with expertise in data analysis, reporting, and CRM/billing systems. Recognized as a **quick learner and tech translator**, bridging leadership vision with daily operations to improve both employee and customer experiences.

### CORE COMPETENCIES:

- Process Improvement & Standardization
- Customer Operations Support
- Data Analysis & Reporting (Excel, Access, PowerPoint)
- Change & Deployment Readiness
- Cross-Functional Collaboration
- Training & Onboarding Program Design
- CRM & Billing Platforms (AMS360, RingCentral, ICOMS/CRM equivalents)
- Business Systems Integration
- Vendor & Contract Management
- Communication & Presentation Skills

### PROFESSIONAL EXPERIENCE:

**Relation Insurance Services & Stamford Insurance Group**

**- Stamford, CT**

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

*1999 - 2025*

#### Process & Operational Readiness

- Streamlined workflows across sales, service, compliance, and finance, reducing integration timelines from months to weeks.
- Designed and deployed standardized SOPs and training programs, ensuring employees and leaders could quickly adopt new processes.
- Partnered with leadership to research best practices, benchmark operations, and implement improvements that enhanced both employee and customer experiences.

## Customer Service & Technology Enablement

- Directed IT and telecom consolidation for 100+ sites and 400+ users, unifying customer call routing and eliminating dead ends that frustrated clients.
- Built and administered CRM, document management, onboarding, and compliance systems that improved efficiency, reporting, and customer service outcomes.
- Frequently trained staff and developed reference materials, ensuring readiness during system rollouts and acquisitions.

## Change Management & Cross-Functional Leadership

- Coordinated post-merger integrations including IT migrations, vendor consolidation, compliance onboarding, and facilities transitions with zero downtime.
- Served as liaison between executives, department heads, and vendors to ensure smooth deployments aligned with strategic goals.
- Provided readouts to leadership on project status, risks, and outcomes, supporting informed decision-making.

## Executive Partnership

- Acted as CEO's trusted right hand in a Chief-of-Staff capacity, managing sensitive projects, communications, and data analysis to guide operational strategy.

## COMMUNITY LEADERSHIP & ENGAGEMENT:

**President, Brighton Court Condo Association:** Lead 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.

## TOOLS AND TECHNICAL PROFICIENCY HIGHLIGHTS:

**Productivity & Data:** Microsoft Suite (Excel, Access, PowerPoint), Adobe Creative Suite

**Systems & Admin:** Microsoft 365 admin, Microsoft Active Directory, SharePoint, CRM platform admin (Vertafore AMS360), Unified Communications platform admin (RingCentral).

**Process & Planning:** LucidChart, CAD layout/drafting.

## 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*