

RONALD C. MORSE

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EXECUTIVE ASSISTANT • OPERATIONS & HR PROJECT SUPPORT

Executive Assistant and operations partner with 15+ years supporting senior leaders through fast-moving priorities, organizational change, and confidential initiatives. Skilled in governance coordination, meeting management, policy and procedure support, and cross-functional project tracking. Known for strengthening communication flows, improving operational clarity, and building structured systems that help executives stay focused and informed. Experienced in Microsoft 365, Teams, SharePoint, and hybrid meeting support.

CORE SKILLS:

Executive Support & Leadership Partnership • HR Governance & Meeting Coordination

Project Tracking & Process Improvement • Policy & Procedure Workflow Support

Agenda Preparation & Follow-Up Systems • Metrics, Reporting & Documentation

Cross-Functional Alignment • Confidential Information Handling

Microsoft 365, Teams, SharePoint • Hybrid Meeting & AV Coordination

PROFESSIONAL EXPERIENCE:

Reliant Insurance Services / Stamford Insurance Group

– Stamford, CT

Operations Analyst / Executive Support, Governance & Project Coordination

2000–2025

Executive Support & Governance Coordination

- Served as a trusted partner to the CEO and senior leadership, managing executive cadence, briefing materials, meeting preparation, and confidential initiatives.
- Coordinated agendas, attendance, and presentation materials for cross-functional and leadership meetings; documented decisions, outcomes, and follow-up actions.
- Maintained communication flow between executives and department leaders, ensuring clarity, alignment, and timely decision-making.
- Prepared written summaries, talking points, and reference materials for executive and senior leadership audiences.

HR Operations Support

- Supported onboarding and offboarding workflows by coordinating access, equipment, documentation, and training schedules to ensure smooth employee transitions.
- Created repeatable templates, systems, and information flows used by HR and leadership to disseminate updates, track processes, and maintain procedural consistency across multiple offices.
- Planned and executed training sessions, hybrid meetings, morale-building events, and information briefings for distributed teams.
- Identified emerging people, communication, and workflow issues from an operational vantage point; escalated concerns discreetly to HR and the CEO with neutral, actionable recommendations.
- Maintained strict confidentiality while serving as a trusted liaison between staff, HR, and leadership, balancing employee needs with organizational priorities.

Project Management & Process Improvement

- Managed multi-site operational initiatives including relocations, M&A integrations, reorganizations, telecom consolidation, and facilities upgrades.
- Created project trackers, workflow maps, and structured follow-up tools that improved visibility, accountability, and cross-team coordination.
- Applied an iterative process-improvement approach — identifying issues, refining solutions, documenting standard work, and training teams, reducing ambiguity and strengthening operational consistency.
- Consolidated telecom infrastructure for 100+ locations and 400+ users, improving routing reliability, customer experience, and reporting capabilities.

Reporting, Metrics & Documentation

- Compiled operational and project data from multiple departments to prepare executive-level summaries, annual accomplishment reports, and status updates.
- Produced structured meeting notes, action logs, and tracking systems that improved leadership visibility and supported governance reviews.
- Maintained organized digital filing systems, shared resources, and knowledge bases for rapid retrieval and audit readiness.

Technology, Systems & Hybrid Meeting Support

- Compiled operational and project data from multiple departments to prepare executive-level summaries, annual accomplishment reports, and status updates.
- Produced structured meeting notes, action logs, and tracking systems that improved leadership visibility and supported governance reviews.
- Maintained organized digital filing systems, shared resources, and knowledge bases for rapid retrieval and audit readiness.

COMMUNITY LEADERSHIP & ENGAGEMENT:

- **President, Brighton Court Condo Association:** Leads governance and capital-project planning for a 37-unit community. Developed emergency-readiness documentation, improved board procedures, coordinated vendor oversight, and facilitated transparent decision-making..

TOOLS & SYSTEMS:

Microsoft 365 (Outlook, Excel, Access, Word, PowerPoint, Teams, SharePoint)

Webex • CRM / Workflow Platforms • LucidChart / Diagramming Tools

Hybrid Meeting & AV Systems • Hands-on executive IT enablement

EDUCATION:

State University of New York

– Purchase, NY

Conservatory of Theatre Arts, Design/Technology

TESTIMONIAL (FROM HR DIRECTOR):

"Ron was an intelligent, hardworking, and reliable employee who wore many hats and consistently put in whatever time was needed. He managed IT services across 11 offices in four states, provided patient support and training for 65+ employees, handled multi-state insurance licensing with

excellent recordkeeping, and served as property manager for all Connecticut locations. I highly recommend him as a trusted and dependable hire."

— Deborah Brosy, Director of HR & Finance, Stamford Insurance Group