

RONALD C. MORSE

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OFFICE EXPERIENCE & OPERATIONS LEADER

Hospitality-minded operations and workplace experience leader with 15+ years creating calm, well-run, and welcoming office environments. Known for setting thoughtful standards, coordinating vendors and systems, and supporting executives and teams with steady judgment and care. Brings a hands-on, service-oriented approach that creates intentional, connected workplaces where teams have the clarity and structure needed to do their best work.

CORE STRENGTHS:

- Office Experience & Workplace Operations
- Front Desk & Visitor Experience
- Vendor, Facilities & IT Coordination
- Executive, People & Team Support
- Culture, Events & Team Connection
- Calm Execution in Dynamic Environments

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

– Stamford, CT

Operations Analyst | Manager: Operations & Workplace Manager

2000 – 2025

Managed office experience and day-to-day operations across multiple locations, supporting employees, visitors, and leadership with a consistent, hospitality-forward approach. Began career in a client-facing role, building strong service instincts and communication skills that continue to inform a people-first approach to workplace operations.

Office Experience & Daily Operations

- Oversaw daily office operations to ensure spaces were welcoming, functional, and consistently maintained.
- Managed front desk workflows, visitor reception, office access, mail, shipping, and common areas to create smooth first impressions and reliable routines.
- Maintained office supplies and inventory, anticipating needs and minimizing disruption for teams.

Executive, People & Team Support

- Served as a long-term trusted partner to senior leaders, supporting priorities, scheduling needs, and ad-hoc projects with discretion and sound judgment.
- Acted as a steady point of judgment in loosely defined or fast-changing situations, translating evolving needs into clear next steps and reliable execution.
- Supported People and Operations teams with onboarding logistics, workspace setup, and employee transitions to ensure positive first-day experiences.
- Assisted with internal meetings, leadership offsites, and team gatherings, keeping planning organized and execution calm.

Workplace, Facilities & Vendor Coordination

- Coordinated maintenance, repairs, custodial services, and building vendors, serving as the primary point of contact for timely issue resolution.
- Partnered with external IT and AV vendors to support conference rooms, meetings, and hybrid collaboration needs.
- Supported office moves, renovations, space refreshes, and reconfigurations with attention to design, flow, and employee comfort.

Culture & Connection

- Helped foster a positive in-office culture through celebrations, milestones, and everyday acts of care that strengthened team connection.
- Planned and supported team-building activities, celebrations, and all-hands moments that strengthened connection and kept morale high across locations.
- Maintained SharePoint and internal knowledge systems to create clarity, improve findability, and reduce friction in daily collaboration.
- Brought a hospitality mindset to daily interactions, anticipating needs, smoothing rough edges, and creating an environment where people felt supported and comfortable.

ADDITIONAL LEADERSHIP & EXPERIENCE:

President, Brighton Court Condo Association:

- Lead governance and day-to-day operations for a 37-unit residential community.
- Oversee vendors, maintenance projects, budgeting, and resident communications with a focus on transparency, care, and reliability.
- Balance operational requirements with community culture, safety, and long-term planning.

Partner, Rippowam Labs Makerspace:

- Co-managed a creative and technical workspace supporting artists, makers and groups.
- Helped maintain shared spaces, coordinate events, and foster a welcoming environment.
- Supported workshops and community activities blending creativity, learning, and practical operations.

TOOLS & SYSTEMS:

- Microsoft 365 (Outlook, Teams, Excel, PowerPoint, SharePoint)
- Hybrid Meeting & AV Support
- Office Access, Mailroom & Shipping Systems
- Vendor Portals & Work Order Tracking
- Document & Knowledge Management Tools
- Day-to-day Workplace Technology Support

EDUCATION:

State University of New York

- Purchase, NY

Conservatory of Theatre Arts, Design/Technology

TESTIMONIAL (FROM CEO):

"Ronald wore many hats with expertise, enthusiasm, and dependability. He often took on complex assignments with minimal direction, transforming ideas into fully executed projects. His ability to handle both high-level strategy and detailed execution is rare and valuable."

— Brian Rogers, CEO, Stamford Insurance Group