

# RONALD C. MORSE

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## OPERATIONS & LEADERSHIP SUPPORT PARTNER

Executive support and operational problem-solver with 20+ years partnering with CEOs and senior leaders. Known for discretion, judgment, and the ability to translate executive priorities into aligned meetings, briefings, and cross-functional action. Blends EA discipline with operational intelligence, preparing briefings and presentations; coordinating key engagements, streamlining workflows, managing vendors and budgets, and resolving issues before they escalate. Ready to bring high-trust support, analytical structure, and full calendar/operations ownership to Mastercard's Operational Intelligence leadership team.

## CORE COMPETENCIES:

- Executive Support & Prioritization
- Meeting & Briefing Preparation
- Stakeholder Coordination
- Budget & Expense Oversight
- Event & Offsite Coordination
- Onboarding & Access Management
- Data-Driven Reporting & Research
- Technology Systems (M365, CRM)
- Collaboration Platforms (Teams, Zoom, UCaaS)
- Confidentiality & Crisis Response
- Workflow Optimization
- Vendor & Facilities Support

## PROFESSIONAL EXPERIENCE:

### Relation Insurance Services & Stamford Insurance Group

– Stamford, CT

*Operations Analyst / Executive Support Lead*

2000 – 2025

#### Executive Partnership & Support

- Organized and prepared executive meetings and engagements, managing agendas, briefing materials, and stakeholder alignment while maintaining focus on high-priority initiatives.
- Drafted and refined executive communications, decks, and board-level presentations.
- Liaised between senior leaders and internal/external stakeholders to streamline communication and execution.
- Anticipated leadership needs, ensured readiness for client and internal meetings, and maintained discretion in sensitive matters.
- Supported confidential initiatives including crisis response, M&A evaluations, and strategic research.

#### Operational Coordination & Business Support

- Coordinated leadership meetings, offsites, client briefings, and team events.
- Managed executive support workflows including reporting, documentation, purchasing, and expense oversight.
- Supported onboarding, access requests, and systems provisioning across cloud, telephony, and CRM platforms.
- Developed SOPs, task systems, and communications protocols that improved speed, clarity, and cross-team execution.

## Cross-Team & Project Execution

- Delivered a 5,000 sq. ft. HQ relocation with zero downtime and cost savings.
- Integrated newly acquired offices in under six weeks, coordinating IT, compliance, communications, onboarding, and facilities.
- Led communications and telephony consolidation across 100+ offices and 400+ users, improving routing, reporting, and customer experience.
- Managed executive-owned properties and vendor relationships across multiple sites, ensuring operational continuity.

## Technology & Systems Oversight

- Directed IT/AV infrastructure for a 12-location enterprise, ensuring secure, scalable operations for 60+ employees.
- Partnered with leadership to align technology with business needs, praised for both high-level strategy and hands-on fixes.
- Trained executives and staff on new systems and collaboration tools, ensuring smooth adoption and minimal disruption.
- Supported information security practices and structured data handling

## TOOLS AND TECH:

**Productivity:** Microsoft 365 (Outlook, Access, Excel, PowerPoint, Word), Google Workspace, SharePoint, Adobe Creative Suite

**Collaboration:** Microsoft Teams, Slack, Zoom, UCaaS admin (RingCentral)

**Operations & Facilities:** CRM platforms (AMS360), LucidChart, CAD layout

## 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.*

## TESTIMONIAL:

*"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