

RONALD C. MORSE

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IT OPERATIONS & INFRASTRUCTURE ADMINISTRATOR

Trusted operations and technology leader with 20+ years of experience supporting executives and scaling multi-site organizations. Skilled in Microsoft 365 ecosystems, managing servers, networking, and cloud tools, and serving as the “go-to” problem-solver for employees and leadership alike. Known for balancing hands-on troubleshooting with strategic systems design to ensure secure, reliable, and cost-effective IT operations.

CORE COMPETENCIES:

- Windows 11 & Microsoft 365 Administration (Exchange Online, Teams, SharePoint)
- Active Directory & Windows Server Management
- Microsoft Azure | Intune | Defender
- Networking | TCP/IP, DNS, DHCP | LAN/WAN Support
- IT Security & Firewall Oversight (SonicWall, VPNs, Endpoint Protection)
- Hardware/Software Troubleshooting | Service Desk Ticketing
- Vendor & Asset Management | Patch & System Maintenance
- Executive & User Support | Training & Documentation
- Systems Monitoring & Performance Optimization

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Manager: IT & Operations / Operations Analyst / Business Support Specialist 2000 – 2025

Full-Scope IT Administration

- Directed IT infrastructure across 12 offices and 60+ staff, ensuring secure, scalable, and reliable servers, networks, cloud services, and user support.
- Administered and supported Microsoft 365 (Exchange Online, Teams, SharePoint), Active Directory, and unified communications systems (RingCentral), driving productivity and collaboration.
- Managed connectivity for multiple offices, troubleshooting LAN/WAN issues, VPNs, and coordinating with vendors to ensure uptime.
- Oversaw endpoint security, antivirus management, and firewall oversight, keeping systems compliant and protected.
- Managed full IT asset lifecycle, reducing costs and ensuring compliance across hardware and software environments.

Executive & End-User Support

- Acted as trusted IT advisor to CEO, executives, and staff, resolving issues quickly and enabling leadership to stay focused on strategy.
- Delivered responsive technical support across hardware, software, and cloud tools for 60+ users, consistently praised for patience and clarity.
- Designed user training and technical documentation to strengthen adoption and reduce recurring support incidents.

Systems Integration & Projects

- Consolidated telephony/UCaaS for 100+ office sites and 400+ users, eliminating downtime and improving routing/reporting.
- Planned and executed office build-outs and moves (most recently, Stamford, CT HQ relocation, Brooklyn, CT integration), handling network upgrades, AV setups, hardware refreshes, and vendor coordination.
- Built custom workflows and automated solutions within the Microsoft/CRM ecosystem to streamline onboarding, compliance, and service operations.

COMMUNITY LEADERSHIP & ENGAGEMENT

Partner, Rippowam Labs Makerspace: Co-managed technical workspace, teaching hands-on tool, tech and craft skills while fostering collaboration.

President, Brighton Court Condo Association: Lead a 37-unit community, overseeing major projects, and governance.

TOOLS AND TECHNICAL PROFICIENCY HIGHLIGHTS:

Microsoft 365 Admin, Active Directory, Windows 11 & Server, Azure, Exchange Online, Defender

Networking & Security: TCP/IP, DNS, DHCP, SonicWall firewalls, Endpoint protection

Productivity: Excel, Access, PowerPoint, Adobe Creative Suite

Other: CAD drafting (facility and schematic layouts), LucidChart, CRM platforms, Teams, RingCentral UCaaS

EDUCATION:

State University of New York

- Purchase, NY

Conservatory of Theatre Arts, Design/Technology

"He was key to installations and training for new systems. He exhibited a great deal of patience as the tech support contact for over 65 employees."

— Deborah Brosy, Director, Stamford Insurance Group