

# RONALD C. MORSE

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## PROPERTY MANAGEMENT COORDINATOR | FACILITIES & MULTI-SITE OPERATIONS LEADER

Proactive, detail-driven coordinator with 15+ years supporting multi-site real estate, facilities, operations, and executive leadership. Known for vendor and tenant management, budgeting support, contract oversight, insurance compliance, and seamless transitions during moves, build-outs, and acquisitions. Excels in fast-changing environments requiring judgment, discretion, and hands-on execution across facilities, IT, and business operations.

### CORE COMPETENCIES:

- Property Management Operations
- Tenant & Vendor Coordination
- Facilities Oversight
- Contracts, COIs & Compliance
- Budgeting Support & Financial Analysis
- Utilities & Lease Transitions
- Multi-Site Portfolio Support
- Project Management & Office Moves
- SOP & Documentation Development
- Technology & Systems Integration
- Executive & Cross-Functional Support
- Customer Service & Communications

### PROFESSIONAL EXPERIENCE:

#### Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Manager, Operations, Facilities & IT / Operations Analyst

2000 – 2025

##### Property & Facilities Management

- Oversaw six executive-owned properties, including maintenance, vendor scheduling, preventive planning, capital needs, utilities, documentation, and tenant interaction.
- Portfolio included mixed-use, commercial, professional office, and tenant-occupied spaces requiring coordinated maintenance, COI compliance, utilities oversight, and vendor supervision.
- Directed facilities strategy and daily operations for 20+ rented office locations, with up to 13 sites running simultaneously.
- Managed COIs, service agreements, bid processes, contract renewals, insurance compliance, and vendor performance tracking.
- Developed and maintained property documentation systems, space planning files, and cross-functional communication templates.

##### Tenant, Vendor & Work Order Management

- Served as primary point of contact for employees, vendors, landlords, and external partners across a multi-state real estate footprint.
- Maintained ongoing communication with tenants, addressing issues promptly and coordinating access and services.
- Implemented and administered systems to manage maintenance requests, prioritize issues, and ensure accountability.
- Led utility setup, transfer, and shutdown processes during move-ins, move-outs, acquisitions, and property onboarding.
- Consolidated vendors during M&A integrations, reducing duplication, standardizing service levels, and improving cost control.

## **Planning, Financial Support & Interdepartmental Coordination**

- Partnered with finance and leadership to prepare budgets, capital plans, leasing analyses, and cost-savings proposals.
- Provided financial, usage, and project data for property, facilities, and vendor-related analysis to support leadership decisions.
- Collaborated with marketing, construction, accounting, IT, and leadership on space planning, branding, compliance tasks, and facility improvements.
- Coordinated multi-team efforts during office openings, relocations, and integrations, ensuring alignment across operations, IT, leasing, and facilities.

## **Executive Support & Leadership**

- Served as the CEO's trusted right hand, providing confidential issue resolution, research, analysis, and presentation development.
- Built SOPs and organizational systems that aligned departments, improved workflow clarity, and supported agency growth from 3 to 62 employees across four states.

## **RECENT PROJECTS**

- **Office Relocation – Stamford HQ:** Led a full relocation from 5,000+ sq. ft. to a right-sized footprint with zero downtime, thousands in cost savings, and a complete redesign of reception, offices, and collaboration areas.
- **M&A / New Property Integration/Multi-Site:** Delivered full operational integration of acquired offices in under 6 weeks, coordinating IT, telecom, utilities, vendors, compliance, branding, file auditing, and employee onboarding.
- **Multi-site Standardization Project:** Standardized communications across 100 East Coast office sites, eliminating routing failures and enabling enterprise reporting and call-flow analytics.

## **COMMUNITY LEADERSHIP**

- **President, Brighton Court Condo Association:** Leads a 37-unit community overseeing governance, vendor management, building projects, and resident communications.
- **Partner, Rippowam Labs Makerspace:** Co-managed creative workspace and training programs.

## **TECHNOLOGY AND SYSTEMS:**

Microsoft Office Suite (Excel, PowerPoint, Access) • Microsoft 365 Admin • SharePoint  
CRM Systems Admin • Work-order, task & reporting systems  
CAD Layout/Drafting • LucidChart • UCaaS Administration (RingCentral)

## **EDUCATION:**

**State University of New York**

**Purchase, NY**

*Conservatory of Theatre Arts, Design/Tech*

*"Ronald is highly motivated, results-driven, and exceptional at assessing challenges and developing data-informed solutions. Under pressure, he remains focused, pragmatic, and solution-oriented—qualities that set him apart from his peers."*

*— John Cody, COO, Stamford Insurance Group*