

RONALD C. MORSE

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OFFICE MANAGER | WORKPLACE OPERATIONS | EXECUTIVE OPERATIONS PARTNER

Senior operations and office leader with 15+ years of experience launching, relocating, and stabilizing U.S. headquarters and multi-site offices in fast-growing organizations. Expert in vendor management, office budgets, IT & security partnering, onboarding systems, executive support, and zero-downtime office buildouts. Known for building durable workplace infrastructure from scratch and creating calm, reliable daily operations that allow leadership and teams to focus on growth.

CORE SKILLS:

Office & Workplace Operations | U.S. Headquarters Launch & Buildouts | Vendor Management
Facilities Oversight & Building Compliance | Procurement Planning & Cost Controls
IT Partnering & Digital Workplace Enablement | Security, Access & Workplace Readiness
Onboarding & Employee Support | Executive Administrative Support
Process Design, SOP Development & Operational Scaling

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

– Stamford, CT

Manager: Operations, Facilities & IT / Office Manager / Operations Analyst

2000 – 2025

High-growth, multi-site organization spanning 12+ offices and 60+ employees. Role evolved from Office Manager into full-scope operations leadership with direct ownership of workplace infrastructure, vendors, facilities, IT partnering, and executive support.

Office & Workplace Operations

- Built and led day-to-day operations of headquarters and satellite offices, ensuring organized, secure, and fully supported workplaces for leadership, sales, and service teams.
- Served as primary liaison for all external suppliers, including building management, construction, utilities, cleaning, catering, shipping, AV, and technology vendors.
- Acted as office management budget holder, managing purchase orders, vendor invoices, approvals, and cost controls.
- Ensured continuous availability of all office materials, furniture, and supplies through disciplined procurement and inventory workflows.
- Partnered closely with IT and security providers to ensure digital workplace reliability, onboarding readiness, and physical office security.

Office Moves, Renovations & Facilities Management

- Led full U.S. headquarters relocation from a 5,000+ sq. ft. office into a right-sized showroom-quality flagship workspace with near-zero downtime and significant monthly cost reductions.
- Directed office renovations, buildouts, space planning, furniture layouts, signage, and AV installations across 20+ office locations.
- Coordinated landlords, contractors, electricians, data cabling vendors, and furniture vendors to ensure schedule discipline, code compliance, and clean project close-out.

Onboarding, HR & Employee Support

- Partnered with HR and leadership to deliver end-to-end onboarding readiness, including:
 - Workstations & access provisioning
 - Laptop & systems setup
 - Security credentials
 - Training coordination
- Served as front-line operational support for visiting employees, executives, and external stakeholders.

Executive Administrative & Leadership Support

- Provided direct administrative support to the CEO and executive leadership, including:
 - Meeting scheduling & logistics
 - Financial tracking & expense governance
 - Briefings, presentations & research
- Functioned as the trusted operational right hand to leadership during high-growth periods, acquisitions, and system transitions.

IT Partnering & Digital Workplace Enablement

- Partnered with internal leadership and external vendors to maintain reliable, secure, and scalable workplace technology across 12+ offices.
- Oversaw onboarding readiness, device provisioning, hybrid meeting enablement, and access controls.
- Led systems migration and standardization initiatives across telephony, collaboration tools, CRM platforms, and workplace hardware to support growth, integrations, and zero-downtime operations.

M&A & Office Integrations

- Led post-acquisition office integrations, including:
 - Lease & utilities takeovers
 - Vendor consolidation
 - IT migrations
 - Security provisioning
 - HR onboarding and training
- Fully integrated new locations in under six weeks with zero operational disruption.

COMMUNITY LEADERSHIP & ENGAGEMENT

President, Brighton Court Condominium Association: Leads governance, vendor contracts, capital projects, emergency response, and resident communications for 37-unit community.

TOOLS AND SYSTEMS:

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

CRM Platforms • UCaaS / RingCentral • Hybrid Meeting & AV Systems

LucidChart & CAD Drafting • Adobe Creative Suite

EDUCATION:

State University of New York: Conservatory of Theatre Arts, Design/Tech – Purchase, NY