

RONALD C. MORSE

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STRATEGIC EXECUTIVE SUPPORT & OPERATIONS LEADERSHIP

Mission-driven executive assistant and operational strategist with 15+ years supporting senior leaders through growth and transition. Known for calm under pressure and translating leadership intent into aligned action. Blends EA discipline with systems thinking to ensure focus and seamless execution.

Known for translating leadership intent into structure and results, creating calm, clarity, and follow-through in complex environments.

CORE COMPETENCIES:

- Executive & Team Support
- Calendar & Travel Logistics
- Meeting & Briefing Preparation
- Confidential Project Support
- Workflow Design & Process Clarity
- Vendor & Budget Oversight
- Cross-Functional Orchestration
- Hospitality & Client Experience
- Technology Fluency (M365, Teams, CRM, UCaaS)
- High EQ, Low-Ego Collaboration

PROFESSIONAL EXPERIENCE:

Reliant Insurance Services & Stamford Insurance Group

- Stamford, CT

Operations Analyst / Business Support Specialist / Operations Manager

2000 – 2025

Executive Partnership & Leadership Support

- Partnered directly with CEO, COO, and senior leadership, providing high-trust administrative and operational support that kept priorities and communication aligned.
- Supported executive leadership overseeing 60+ staff across 12 offices, ensuring alignment and readiness.
- Prepared agendas, briefing materials, and presentations; ensured clear follow-up and accountability after key meetings.
- Exercised discretion in confidential matters including crisis management, ownership transitions, and M&A evaluations.
- Hosted and coordinated in-office visits and events for VIP and high-value clients, creating a welcoming, professional environment.
- Supported both professional and limited personal projects for leadership, including home office setup, confidential admin assistance, and technology coordination, ensuring smooth continuity between work and personal environments.

Operational Coordination & Business Support

- Organized leadership meetings, client engagements, and team offsites, managing scheduling, logistics, and cross-team participation.
- Built standard operating procedures and reporting systems that improved clarity, speed, and accountability across sales, finance, and compliance.
- Oversaw purchasing, vendor contracts, and expense processes to maintain control and transparency.
- Developed documentation and onboarding systems that improved training and continuity during rapid expansion.

Project & Integration Leadership

- Directed 20+ office integrations post-acquisition, coordinating technology, facilities, and staff onboarding to achieve seamless transitions.
- Delivered a 5,000 sq. ft. HQ relocation with zero downtime and significant cost savings.
- Reduced monthly occupancy and vendor costs by over 20% through right-sizing and consolidation.
- Consolidated communications and telephony across 100+ locations and 400+ users, eliminating bottlenecks and improving customer experience and reporting.

Technology & Systems Oversight

- Managed IT/AV infrastructure for a 12-location enterprise, aligning systems with business priorities and ensuring secure, reliable operations.
- Guided technology adoption and training for leadership and staff to enable smooth collaboration.
- Delivered enterprise-level tech upgrades and user training for 60+ employees, minimizing downtime and improving collaboration.
- Supported information security and structured data handling for compliance and business continuity.

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.

TOOLS & TECHNICAL PROFICIENCY:

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

EDUCATION:

State University of New York

– Purchase, NY

Conservatory of Theatre Arts, Design/Tech

"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