

RONALD C. MORSE

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EXECUTIVE & OFFICE OPERATIONS MANAGER

Operations & Infrastructure Leader | Trusted Executive Partner | Problem Solver

Operations and office management leader with 20+ years of experience supporting executives, streamlining workplaces, and scaling systems. Recognized for creating order from complexity, anticipating leadership needs, and delivering office, IT, and facilities solutions that empower growth. Excited to bring a hands-on, startup-ready mindset to Zealthy's mission of making healthcare accessible worldwide.

CORE COMPETENCIES:

- Office & Facilities Management
- Executive & Team Support
- Vendor & Contract Coordination
- Onboarding & Employee Experience
- Event & Meeting Logistics
- Technology & Google Workspace / Microsoft 365 Tools
- Process Improvement & SOP Creation
- Property & Workplace Operations
- Cross-Functional Collaboration
- Problem Solving & Adaptability

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Operations Analyst / Manager: Operations, Facilities & IT

2000 - 2025

Office & Workplace Leadership

- Managed day-to-day office operations across 20+ locations (up to 13 simultaneously), balancing executive needs with employee experience.
- Oversaw seating plans, office setups, vendor relationships, access control, and facility maintenance, ensuring welcoming and efficient workspaces.
- Planned and executed office relocations and build-outs, including a 5,000+ sq. ft. HQ move with zero downtime and cost savings.
- Created office environments that balanced efficiency with a welcoming atmosphere, reflecting company brand and values
- Directed renovations and build-outs that cut costs, supported business growth, and reinforced brand image in client-facing spaces.
- Negotiated leases and managed vendors to reduce costs while maintaining workplace quality and compliance.

Executive & Administrative Support

- Acted as CEO's trusted right hand, providing scheduling, meeting logistics, research, and communications support with discretion.
- Turned rough concepts into polished presentations and communications, enabling leadership to present with clarity and confidence.
- Onboarded new hires end-to-end, from IT setup and workspace access to culture-building, ensuring employees were productive and engaged from day one.
- Coordinated leadership meetings, team trainings, and client-facing events, ensuring polished execution and seamless logistics.

Operations & Process Innovation

- Built scalable SOPs across sales, compliance, and HR, reducing onboarding and M&A integration timelines from months to weeks.
- Consolidated East Coast phone systems across 100 offices / 400+ users, eliminating routing failures and enabling business intelligence reporting.
- Juggled IT migrations, vendor integrations, and space planning during acquisitions; shifting from budget negotiations with leadership to configuring network gear in the same day.
- Took on hands-on IT, property, and vendor challenges with startup-style adaptability; praised for foresight and ability to "wear many hats".
- Known for turning ambiguity into structured systems; consistently resolved issues before escalation.

TOOLS AND TECH:

Google Workspace, Microsoft 365, SharePoint, CRM platforms, Adobe Creative Suite, CAD layout & LucidChart, Unified Communications Admin (RingCentral)

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

"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