

# RONALD C. MORSE

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## ASSISTANT PROPERTY MANAGER | OPERATIONS & FACILITIES COORDINATOR

Operations and facilities professional with extensive experience managing maintenance workflows, organizing office functions, scheduling vendors/technicians, and keeping property-related activities well-documented and on track. While my background is in office and mixed-use property operations, I bring a strong administrative foundation, excellent communication, and reliable on-site presence suited to co-op and residential management environments.

### CORE COMPETENCIES:

- Visitor, Client & Stakeholder Communication
- Maintenance & Facilities Coordination
- Vendor & Contract Management
- Renovation & Capital Project Support
- Operations & Project Scheduling
- Office Administration & Front-Desk Support
- Document Preparation & Editing
- Compliance & File Management
- Mail Handling & Office Logistics
- Budget Tracking & Purchasing Support
- CRM & Administrative Systems
- SOP Development & Process Improvement
- Safety, Access & Emergency Response
- Hands-On Problem Solving

### PROFESSIONAL EXPERIENCE:

#### **Relation Insurance Services & Stamford Insurance Group**

- Stamford, CT

*Manager of Facilities Operations & IT / Operations Analyst*

2000 – 2025

#### Front Office & Administrative Operations

- Ran the daily operations of a busy multi-location office with heavy customer-facing responsibilities, ensuring smooth traffic flow, timely responses, and accurate recordkeeping.
- Managed reception-style functions including greeting visitors, answering phones, distributing mail, and maintaining organized paper/electronic files.
- Drafted, edited, and proofread professional documents, announcements, contracts, and stakeholder communications.

#### Property & Facilities Management (6 owned properties + 20+ leased sites)

- Oversaw daily maintenance needs, building access, safety practices, vendor coordination, and custodial/security alignment across multiple properties.
- Coordinated repair requests, preventive maintenance cycles, and technician scheduling; balancing immediate issues with long-term planning.
- Managed buildouts, renovations, and relocations, including a 5,000 sq. ft. headquarters move completed with zero downtime and measurable cost savings.
- Established and documented SOPs for maintenance, safety, access control, and workspace readiness, improving consistency across all properties.
- Served as owner's representative during renovation and space-improvement projects, coordinating contractors, reviewing bids, and ensuring work was completed safely and on schedule.

### **Vendor Coordination**

- Coordinated repair requests by scheduling and directing outside contractors and technicians, ensuring issues were addressed promptly and with clear follow-through.
- Maintained vendor lists, service agreements, and contractor documentation; reviewed bids and managed service calendars.

### **Governance, Sales & Stakeholder Support**

- Acted as a right-hand partner to the CEO/COO, supporting sales meetings, compliance, tenant and office-oriented communications, and crisis response.
- Frequently served as the liaison between owners, tenants, contractors, and internal teams, ensuring clarity and professionalism.

### **Crisis Response & Reliability**

- Served as the first point of contact for after-hours emergencies, HVAC failures, and storm or flood events, coordinating rapid response and recovery.
- Led insurance coordination and resilience efforts as Condo Board President following major water damage and infrastructure repairs.

## **COMMUNITY LEADERSHIP & ENGAGEMENT**

### **President, Brighton Court Condo Association:**

Leads a 37-unit community, directing long-term maintenance planning, capital projects, and vendor oversight. Coordinates with residents, city agencies, and insurers on repairs, safety upgrades, and resident communications.

**Partner, Rippowam Labs Makerspace:** Co-managed a creative workspace supporting technical and craft learning. Oversaw facilities, equipment maintenance, events, and workshops while fostering an inclusive, collaborative environment.

### **TOOLS AND SYSTEMS:**

Microsoft 365 (Outlook, Excel, Access, PowerPoint, Word, SharePoint, Active Directory)

CAD Layout/Drafting • LucidChart • RingCentral UCaaS

Adobe Creative Suite (Illustrator, Premiere Pro) • CRM Platforms

### **EDUCATION:**

**State University of New York**

**- Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology*

*"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*