

RONALD C. MORSE

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FACILITIES & OPERATIONS LEADER

Hands-on manager of people, properties, and processes with 20+ years overseeing facilities, IT/AV, and operations for a 60+-person, multi-location enterprise. Skilled at balancing ownership priorities with tenant and staff needs, coordinating vendors across trades, and keeping workplaces safe, functional, and cost-effective. Experienced in preventive-maintenance programs, multi-site build-outs, and vendor negotiations. Known for practical problem-solving, composure under pressure, and a “get-it-done” approach that keeps operations moving.

CORE COMPETENCIES:

- Multi-Site Facilities Oversight • Preventive-Maintenance & Repair Programs
- Vendor & Contractor Management (HVAC, Electrical, Plumbing, Carpentry)
- Renovations, Build-Outs & Lease Administration
- Project & Budget Management • Cost Control & Compliance
- Workplace Safety • Risk Mitigation • Crisis Response
- IT/AV Infrastructure • Technology Integration • Process Improvement
- Executive & Team Support • SOP Development & Implementation • Staff Training

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Operations, Facilities & IT Manager / Business Support Specialist

1999 - 2025

Facilities & Property Oversight

- Directed daily facilities operations across 20+ office sites (up to 13 simultaneously), balancing lease obligations, space planning, and staff needs.
- Managed CEO/COO-owned properties (6 buildings), overseeing repairs, capital projects, tenant relations, and vendor contracts.
- Delivered renovations, build-outs, and relocations including a 5,000+ sq ft Stamford HQ gut renovation and multiple site updates, ensuring safe, functional, and branded workspaces across office and customer-facing environments.
- Instituted preventive maintenance cycles (HVAC, Safety, IT/AV refresh) to avoid costly downtime.
- Coordinated multi-trade projects involving HVAC, electrical, plumbing, elevator, and security vendors for office, building-owner, and tenant upgrades.

Project Leadership

- Orchestrated major office relocations with zero downtime and thousands in monthly savings, ensuring continuity of service.
- Integrated newly acquired offices: coordinated IT migrations, telecom upgrades, signage, furniture, and training, delivering fully operational sites in under 6 weeks.
- Led a 100-site communications consolidation project, streamlining phone systems and improving data visibility.

Vendor & Budget Management

- Negotiated contracts for projects, construction, HVAC, telecom, IT, janitorial, and landscaping services, aligning vendor work with business priorities.
- Managed budgets for repair/maintenance, ensuring cost controls and maximizing ROI of property investments.
- Partnered with utilities and municipal inspectors on service upgrades and compliance matters.

Executive Support & Cross-Functional Leadership

- Aligned real estate strategy with business growth through direct partnership with executive leadership (CEO, COO, Finance, HR).
- Acted as CEO's trusted right hand, managing crises and facility responses to keep leadership focused on strategy.
- Created and rolled out SOPs and staff training programs, raising consistency and safety standards across locations.

COMMUNITY LEADERSHIP

President, Brighton Court Condo Association: Leads a 37-unit community through major capital and infrastructure projects, including plumbing/heating upgrades, roof replacements, and energy contract negotiations. Oversees safety and resilience initiatives, coordinating insurance claims, city inspections, and emergency/crisis responses with transparency, accountability, and long-term maintenance planning.

Partner, Rippowam Labs Makerspace: Co-managed a creative workspace, training members on technical skills while fostering community collaboration.

TOOLS AND TECHNICAL PROFICIENCY:

Facilities & Planning: CAD layout/drafting, LucidChart.

Productivity & Data: Microsoft Suite (Excel, Access, PowerPoint), Adobe Creative Suite

Systems & Admin: CRM platform admin, Unified Communications admin (RingCentral).

EDUCATION:

State University of New York

- Purchase, NY

Conservatory of Theatre Arts, Design/Technology

EARLY EXPERIENCE:

Subway Sandwich Shops

- Stamford, CT

Crew Member, Multi-Location Support | Summers & Nights During High School & College

- Supported day-to-day restaurant operations across multiple stores, including food prep, customer service, cash handling, and shift cleanup.
- Gained early exposure to restaurant facilities, kitchen equipment maintenance, and brand standard compliance. Experience that now translates to multi-site facilities management.