

RONALD C. MORSE

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OPERATIONS & FACILITIES LEADER | SEAMLESS OFFICE & WORKPLACE EXPERIENCE

Operations and facilities professional with 20+ years creating seamless, energized workplaces where teams thrive. Trusted right-hand to executives and go-to problem solver for IT, vendor, and facilities challenges. Known for bringing structure to fast-moving environments, managing budgets and vendors, and delivering welcoming, fully supported offices. A tech-forward, solutions-oriented leader equally comfortable troubleshooting IT issues, negotiating contracts, or orchestrating events.

CORE COMPETENCIES:

- **Office & Facilities Management:** Multi-site oversight, space planning, property management, office relocations
- **Workplace Experience & Events:** Onboarding, guest services, executive meetings, team off-sites, employee engagement
- **IT & Systems Support:** Microsoft 365 administration, IT troubleshooting and networking, Unified Communications (UCaaS) administration
- **Operations Leadership:** SOP development, project management, M&A integrations, cross-team process improvement
- **Finance & Vendor Management:** Contracts, vendor negotiations, budgets, cost-savings initiatives
- **Soft Skills:** Discretion, foresight, problem-solving, adaptability in fast-paced environments

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Operations Analyst / Manager: Operations, Facilities & IT

2000 - 2025

Executive Partnership & Leadership

- Served as CEO's trusted right hand, anticipating needs, handling crises discreetly, and ensuring leadership stayed focused on growth.
- Produced polished presentations and reports that translated leadership vision into actionable plans.
- Conducted research, analysis, and feasibility studies to inform executive decisions.
- Coordinated high-stakes meetings and confidential projects, maintaining discretion and trust.
- Frequently operated in a Chief-of-Staff capacity, bridging leadership strategy with daily execution.

Office & Facilities Management

- Directed operations across 20+ office locations (up to 13 simultaneously) and 6 executive-owned properties.
- Planned and executed multiple office relocations and build-outs, including a 5,000+ sq-ft HQ move with zero downtime and significant cost savings.
- Coordinated vendor contracts, lease negotiations, and facilities upgrades to align with business growth.
- Oversaw workplace readiness, guest services, and front-of-house operations to deliver a polished, professional environment for executives, clients, and candidates.
- Implemented space planning and resource allocation strategies to maximize efficiency.

Finance & Vendor Management

- Negotiated contracts and managed vendor relationships to improve services and reduce costs.
- Served as primary liaison with building management and service vendors to resolve issues quickly and cost-effectively.
- Partnered with accounting to lead budget planning, documentation, and compliance for facilities and projects.

IT & Systems Support

- Directed IT infrastructure for a 12-location, 60+ employee enterprise: networking, hardware, security, and end-user support.
- Consolidated communications across 100+ offices and 400 users, improving service routing, reporting, and customer experience.
- Provided hands-on troubleshooting and user support while implementing scalable cloud and CRM systems.

Workplace Experience & Events

- Orchestrated new-hire onboarding, equipment setup, and training; authored SOPs and guides to ensure consistency.
- Coordinated executive meetings, team events, and off-sites with seamless logistics and branding.
- Supported employee engagement initiatives, reinforcing organizational culture and collaboration.

TOOLS AND TECHNICAL PROFICIENCIES:

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

Systems & Admin: Microsoft 365 administration, Active Directory, SharePoint, CRM platform admin, UCaaS platform administration (RingCentral)

Collaboration Tools: Microsoft Teams, Slack

Process & Planning: LucidChart, CAD layout/drafting

COMMUNITY LEADERSHIP:

President, Brighton Court Condo Association: Lead a 37-unit community, overseeing property management, major projects, and governance with transparency and collaboration.

EDUCATION:

State University of New York

- Purchase, NY

Conservatory of Theatre Arts, Design/Technology

TESTIMONIALS:

“Ron was the glue that held the agency together.”

—Brian Rogers, CEO

“Quickly learns new applications and applies them effectively to streamline operations.”

—Lisa Lingle, Growth Leader