

RONALD C. MORSE

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OPERATIONS, EXECUTIVE TECHNICAL SUPPORT & MULTI-SITE SYSTEMS COORDINATION

Trusted technology and operations leader with 20+ years supporting executives, managing multi-site systems, and delivering calm, white-glove troubleshooting across Microsoft 365, AV, networking, and cloud environments. Blends hands-on IT expertise with high-level operations: running infrastructure for a 12-location organization, directing migrations and office buildouts, and serving as the CEO's first call for complex or confidential technical issues. Recognized for discretion, composure, and the ability to keep people productive and systems reliable.

CORE COMPETENCIES:

- Executive Technical Support
- IT Operations & Administration
- M365 Admin (Exchange, Teams, SharePoint)
- Active Directory, Azure AD
- Windows 11, iOS, macOS (familiar)
- Hybrid Meeting & AV Support
- Networking | TCP/IP, DNS, DHCP
- SonicWall / Firewall Oversight
- Vendor & MSP Management
- IT Project Coordination
- Multi-Site Office Technology
- SOP Development & Documentation
- Onboarding & User Setup
- Telephony / RingCentral UCaaS

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Manager: IT & Operations / Operations Analyst / Business Support Specialist 2000 – 2025

Executive IT Support

- Supported the CEO and senior leaders as the primary tech contact for 20+ years, resolving issues discreetly and ensuring productivity across Windows, iOS, Teams, and mobile tools.
- Orchestrated flawless hybrid and in-person meetings, trainings, and leadership offsites by managing AV setups, connectivity, presentation tech, and rapid in-room troubleshooting.
- Maintained executive laptops, mobile devices, and collaboration systems; implemented security, backup, and device hygiene without interrupting executive workflow.
- Delivered calm crisis support during outages, emergencies, and failures; consistently recognized for poise, discretion, and ability to resolve issues before they reached leadership.

Operations & Systems Administration

- Directed full-scope IT operations for a 12-location organization, administering Microsoft 365, Active Directory, endpoint security, and user provisioning for 60+ staff across multiple states.
- Managed network infrastructure across all sites, coordinating ISPs, VPNs, firewalls, switching, and remote connectivity to ensure consistent uptime and resilient multi-site performance.
- Oversaw vendor and MSP relationships, contract negotiation, escalations, and system maintenance, ensuring cost-effective, reliable technology operations.
- Standardized onboarding, access management, asset lifecycle, and documentation processes, tightening compliance and improving consistency as the organization scaled.
- Provided patient, clear support to 60+ users, and was consistently praised for communication and follow-through.

Technology Projects & Integrations

- Led technology integration for multiple acquisitions, coordinating network upgrades, data capture, hardware refreshes, and user onboarding to bring new offices online in under six weeks.
- Executed a UCaaS consolidation across 100+ offices and 400+ users, eliminating routing failures, improving customer experience, and enabling centralized reporting and analytics.
- Delivered a full HQ relocation: cabling, network design, AV, server migration, endpoint setup, achieving zero downtime and meaningful cost savings.

Cross-Functional Operations

- Managed the intersection of IT, office operations, and facilities, ensuring that workplace systems, vendors, equipment, and processes supported team productivity and minimized disruption.
- Designed and implemented SOPs, technical guides, onboarding packets, and process improvements that accelerated scaling from 3 to 62 employees across 13 locations.
- Partnered closely with the CEO on strategic initiatives, feasibility analyses, executive communications, and troubleshooting across crisis, compliance, technology, and facilities needs.
- Translated technical concepts into clear, non-technical guidance for executives and staff, improving adoption of new tools and reducing resistance to system changes.

COMMUNITY LEADERSHIP & ENGAGEMENT

Partner, Rippowam Labs Makerspace: Co-managed technical workspace, teaching hands-on tool, tech and craft skills while fostering collaboration.

President, Brighton Court Condo Association: Leads a 37-unit community, overseeing major projects, and governance.

TOOLS AND TECHNICAL PROFICIENCY HIGHLIGHTS:

Microsoft 365 Admin, Active Directory, Windows 11 & Server, Azure, SharePoint, Teams, Exchange Online

Networking & Security: TCP/IP, DNS, DHCP, SonicWall firewalls, endpoint protection

Productivity: Excel, Access, PowerPoint, Adobe Creative Suite

Hardware & Endpoint Lifecycle Management

AV / Hybrid Meeting Technology (Teams, Zoom, boardroom setups)

Conference Room & Presentation Systems Support

Other: CAD drafting (facility & schematic layouts), LucidChart, CRM platforms, RingCentral UCaaS

EDUCATION:

State University of New York

- Purchase, NY

Conservatory of Theatre Arts, Design/Technology

"He was key to installations and training for new systems. He exhibited a great deal of patience as the tech support contact for over 65 employees."

— Deborah Brosy, Director, Stamford Insurance Group