

# RONALD C. MORSE

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## OPERATIONS, WORKPLACE AND BUSINESS SUPPORT LEADER

Operations and workplace leader with 15+ years improving business operations, employee experience, and cross-functional workflows. Known for turning loosely defined problems into clear processes, supporting leaders through organizational change, and delivering hands-on execution across office operations, facilities, IT/systems, and employee experience. Brings a rare blend of strategic judgment, technical fluency, and steady, service-oriented leadership that keeps teams productive and environments running smoothly.

### CORE COMPETENCIES:

**Business Operations:** Workflow Optimization • SOP Development • Knowledge Systems  
CRM & Document Management • Onboarding & Orientation • Cross-Functional Collaboration  
M&A Integration Support • Project Coordination

**Workplace & Facilities:** Multi-Site Office Operations • Workplace & Visitor Experience  
Preventive Maintenance • Vendor & Contractor Oversight • Space Planning & Moves  
Workplace Standards • Installation Sequencing

**Executive Partnership:** Executive Support • Priority & Information Flow • Meeting & Presentation Prep  
Crisis & Time-Sensitive Decision Support • High-Judgment Decision Support

**Technical & AV Support:** Hybrid Meeting Support • Executive / VIP Support • Presentation Tech  
Hands-on IT/AV Troubleshooting • Microsoft 365, Teams & SharePoint Administration

### PROFESSIONAL EXPERIENCE:

**Relation Insurance Services & Stamford Insurance Group** – Stamford, CT  
*Operations Analyst | Manager: Operations, Facilities and Technology* Feb 2000 – June 2025

#### Business Operations

- Led day-to-day business operations across multi-site environments, aligning workflows, leadership priorities, and operational readiness.
- Developed and maintained SOPs, reporting tools, and operational documentation to improve consistency, accountability, and execution.
- Supported budgeting inputs, vendor evaluation, and cost-control initiatives across facilities, IT, and administrative functions.
- Acted as a stabilizing force during periods of growth, reorganization, and leadership transition.

#### Facilities, Workplace & Property Operations

- Oversaw facilities and workplace operations across 20+ offices and executive-owned properties, ensuring safety, readiness, and operational continuity.
- Managed vendor relationships covering HVAC, electrical, custodial, security, construction, and general maintenance.
- Coordinated relocations, buildouts, renovations, and space reconfigurations with minimal disruption and zero-downtime outcomes.
- Served as primary liaison with landlords, property managers, municipal contacts, and inspectors.

## **Executive Partnership & Administrative Leadership**

- Served as a long-term trusted partner to CEOs and senior leaders, managing priorities, information flow, and execution details with discretion.
- Prepared briefing materials, presentations, and operational summaries to support decision-making.
- Coordinated meetings, events, and leadership logistics across on-site, hybrid, and off-site environments.
- Anticipated needs and proactively addressed risks before they surfaced.

## **Technology & Systems Enablement**

- Supported workplace technology including Microsoft 365, Teams, SharePoint, conferencing systems, and AV environments.
- Provided hands-on troubleshooting and setup for meetings, presentations, and training.
- Maintained shared drives, knowledge systems, and internal documentation to improve findability and continuity.
- Acted as a bridge between technical vendors and non-technical stakeholders.

## **Cross-Functional Execution**

- Led cross-functional initiatives spanning operations, facilities, IT, and leadership stakeholders.
- Coordinated integrations related to office expansions, acquisitions, relocations, and organizational changes.
- Balanced strategic goals with hands-on execution, ensuring ideas were translated into operational reality.
- Known for stepping into ambiguous situations and creating structure, momentum, and follow-through.

## **COMMUNITY LEADERSHIP & ENGAGEMENT:**

**President, Brighton Court Condo Association:** Leads governance, vendor oversight, capital projects, budgeting, and resident communication for a 37-unit residential community.

**Partner, Rippowam Labs Makerspace:** Co-managed a technical/creative workspace.

## **TOOLS & SYSTEMS:**

Microsoft 365 (Teams, Outlook, Excel, Access, PowerPoint) • SharePoint Administration  
Knowledge & Systems • CRM & Internal Office Systems Work • Order & Vendor Portals  
CAD Drafting & Layout Tools • LucidChart • RingCentral UCaaS  
Hybrid Meeting & AV Support • Day-to-day Technology/Device Troubleshooting

## **EDUCATION:**

**State University of New York**

**– Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology*

## **TESTIMONIAL (FROM CEO):**

*“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