

# RONALD C. MORSE

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## EXECUTIVE ASSISTANT & OFFICE OPERATIONS LEADER

Executive Assistant and operations leader with 20+ years supporting CEOs and senior executives through rapid growth, organizational change, and complex multi-site operations. Known for clear communication, anticipatory support, and high-judgment execution. Brings a rare hybrid skillset across executive partnership, office management, facilities oversight, culture-building, project coordination, and hands-on technology/AV support. Operates with discretion, poise, and a service-oriented presence that keeps leaders focused and offices running smoothly.

## CORE COMPETENCIES:

**Executive Support & Leadership Operations:** Calendar & Priority Coordination • Meeting & Agenda Prep Briefing Materials • Communication Flow • Stakeholder Alignment • High-Judgment Decision Support

**Office Management & Multi-Site Operations:** Daily Office Coordination • Reception/Visitor Experience Inventory & Procurement • Scheduling & Event Logistics • Workspace Readiness

**Facilities & Vendors:** Vendor Oversight • Repairs & Maintenance • Space Planning Onboarding Coordination • Moves & Buildouts

**Technology, Systems & AV Enablement:** Microsoft 365 • Teams/SharePoint • Hybrid Meeting Support Presentation Tech • Basic IT/AV Troubleshooting • Documentation & Knowledge Systems

## PROFESSIONAL EXPERIENCE:

### Relation Insurance Services & Stamford Insurance Group

– Stamford, CT

*Operations Analyst | Manager: Operations, Facilities and Technology*

*2000 – 2025*

#### Executive Partnership & Administrative Leadership

- Served as the CEO's trusted operations and administrative partner for 20+ years, managing priorities, confidential initiatives, and communication flow across a 12-location organization.
- Prepared executive briefings, talking points, pre-reads, and follow-up summaries that kept leadership aligned and decision-ready.
- Coordinated complex scheduling, reviews, and cross-functional meetings while exercising discretion around sensitive HR, legal, compliance, and financial matters.
- Drafted, refined, and formatted executive presentations and documents for leadership and cross-functional stakeholders.
- Anticipated needs and proactively solved issues before they surfaced, reducing operational friction for senior leadership.

#### Office & Workplace Operations

- Directed daily office operations across multiple sites, ensuring a polished, professional, and well-supported workplace experience for employees and visitors.
- Oversaw reception, guest coordination, office supplies, mailroom/shipping workflows, courier services, and administrative systems.
- Managed onboarding logistics, workspace setup, equipment readiness, and first-day coordination in partnership with HR.
- Maintained organized shared drives, archives, content libraries, and internal documentation to ensure continuity and easy access to information.
- Supported leadership and departmental teams with scheduling assistance, information flow, documentation, and administrative project needs.

## **Facilities, Vendor & Multi-Site Coordination**

- Oversaw facilities needs, repairs, and vendor coordination across corporate offices and executive-owned properties; resolved issues quickly and communicated clearly with staff.
- Managed service vendors including HVAC, electrical, custodial, security, telecom, construction, and general maintenance.
- Coordinated space planning, reconfigurations, and buildouts using CAD/LucidChart to optimize efficiency and experience.
- Handled budgeting inputs, invoice tracking, vendor quotes, and cost-control measures to maintain operational transparency.
- Served as primary liaison to landlords, building management, and municipal inspectors across locations.

## **Cross-Functional Execution**

- Played a central role in post-acquisition integrations, unifying workflows, onboarding new teams, aligning systems, and standardizing operational procedures.
- Developed SOPs, onboarding guides, templates, and workflow structures that reduced ambiguity and improved execution across teams.
- Partnered with leadership on strategic updates, process changes, and operational transitions requiring cross-department collaboration.

## **Technology & Systems Support**

- Supported hybrid meetings and AV setups while providing hands-on troubleshooting across Microsoft 365, Teams, SharePoint, conferencing platforms, and UCaaS systems.
- Acted as a bridge between technical vendors and non-technical staff, ensuring clarity and smooth implementation.

## **Culture, Workplace Experience & Team Support**

- Supported leadership in shaping a consistent workplace culture by ensuring well-run offices, reliable communication, and polished meeting execution.
- Supported culture and team cohesion by coordinating events, recognition efforts, and maintaining a trusted, steady presence during growth and organizational change.

## **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 (Outlook, Excel, Access, PowerPoint, Teams) • SharePoint Site & Knowledge Management  
Hybrid Meeting & AV Platforms • CRM & Workflow Tools • CAD / LucidChart  
Shipping Platforms: UPS, FedEx, Stamps.com, Pitney Bowes

## **EDUCATION:**

**State University of New York**

**– Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology*

## **TESTIMONIAL:**

*"Ronald consistently transformed ideas into executed initiatives with exceptional judgment and reliability."*

— Brian Rogers, CEO, Stamford Insurance Group