

RONALD C. MORSE

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OFFICE MANAGER | OPERATIONS & WORKPLACE EXPERIENCE LEADER

Operations and facilities professional recognized for creating efficient, organized, and welcoming workplaces. Over 15 years managing office administration, vendor contracts, and executive support within fast-paced professional environments. Skilled in leading relocations, integrations, and process improvements that strengthen culture and continuity. Proven ability to support leadership through growth, restructuring, and small-scale M&A integration, ensuring seamless transitions and consistent workplace excellence.

CORE COMPETENCIES:

- Office Administration
- Facilities Management
- Vendor Relations
- Space Planning & Moves
- Workplace Experience
- Executive & HR Support
- Event Coordination
- Procurement & Budgeting
- Compliance & Safety
- Project Management
- Onboarding & Training
- Systems & Process Integration

PROFESSIONAL EXPERIENCE:

Reliant Insurance Services & Stamford Insurance Group

– Stamford, CT

Manager: Operations, Facilities & IT / Operations Analyst

2000 – 2025

Office & Workplace Operations

- Directed daily operations across multiple offices, ensuring client-ready experiences, efficient logistics, and reliable facilities performance.
- Supervised reception and administrative staff; coordinated scheduling, supplies, mailroom, courier, and visitor management.
- Partnered with HR to streamline onboarding and workstation readiness, ensuring seamless new-hire integration.
- Planned and executed office events, meetings, and leadership sessions to strengthen culture and engagement.
- Recognized as a go-to resource for complex operational challenges, improving service delivery and team alignment.

Facilities & Vendor Management

- Oversaw six executive-owned properties and 20+ leased offices; managed leases, repairs, and capital projects.
- Led office build-outs and relocations, including a 5,000 sq ft HQ move with zero downtime and significant monthly savings.
- Streamlined multi-site facilities operations, cutting recurring vendor costs while improving response times and space utilization.
- Negotiated contracts for cleaning, maintenance, IT, and supplies, maintaining cost control and service quality.
- Liaised with landlords and building management on maintenance and compliance, ensuring a safe and polished workspace.

Project & Integration Leadership

- Led office integrations following agency acquisitions, unifying systems, vendors, and staff within tight timelines to maintain full operational continuity.
- Consolidated telecom and IT infrastructure across 100+ locations and 400+ users, eliminating routing failures and improving visibility.
- Implemented collaboration tools (Microsoft 365, Teams, SharePoint, RingCentral) to enhance communication and efficiency.
- Developed and standardized SOPs for procurement, onboarding, and compliance, improving consistency and accountability.
- Supported system upgrades, IT migrations, and organizational transitions with minimal disruption.

Executive Support & Administrative Leadership

- Served as trusted operations partner to CEO and leadership, coordinating schedules, communications, and sensitive projects.
- Supported internal communications, onboarding, and staff engagement initiatives.
- Managed vendor invoices, procurement processes, and budget tracking for operational expenses.
- Trusted by leadership to balance strategic projects and hands-on support, ensuring executive readiness and organizational stability through growth and change.

COMMUNITY LEADERSHIP & ENGAGEMENT

President, Brighton Court Condo Association: Leads a 37-unit residential community, overseeing property management, vendor contracts, and crisis response. Promotes safety, resilience, and transparent governance through collaboration.

Partner, Rippowam Labs Makerspace: Co-managed a creative workspace supporting technical and craft learning. Coordinated facilities, equipment maintenance, events, and teaching while fostering inclusive community culture.

TOOLS AND SYSTEMS:

Microsoft Office Suite (PowerPoint, Excel, Access, Outlook, Word) • SharePoint

RingCentral UCaaS • Adobe Creative Suite (Illustrator, Premiere Pro) • CRM Platforms

CAD Layout/Drafting • LucidChart

EDUCATION:

State University of New York

– Purchase, NY

Conservatory of Theatre Arts, Design/Technology

"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