

RONALD C. MORSE

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OFFICE MANAGER | OPERATIONS & WORKPLACE EXPERIENCE LEADER

Dynamic operations professional with 20+ years creating organized, tech-forward, and people-centric workplaces. Known for bringing structure and calm to collaborative, fast-moving environments. Passionate about fostering inclusive, energized office cultures where people and ideas thrive.

CORE COMPETENCIES:

- Office & Facilities Management
- Vendor & Contractor Coordination
- First-Level IT Support
- Microsoft 365 & RingCentral Admin
- Budget & Cost Control
- Employee Experience & Onboarding
- SOP Design & Documentation
- Meeting & Event Logistics
- Property & Lease Oversight
- Cross-Functional Collaboration
- Workplace Experience & Engagement
- Facilities & Technology Enablement

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Manager: Operations, Facilities & IT / Operations Analyst

2000 – 2025

Office & Facilities Operations

- Directed daily operations across up to 13 office sites and 6 executive-owned properties, ensuring efficiency, presentation, and cost control.
- Oversaw build-outs, relocations, and renovations, including a 5,000 sq ft HQ move with zero downtime and thousands in cost savings.
- Partnered with vendors, landlords, and contractors to maintain clean, welcoming, brand-aligned workspaces that enhanced productivity and morale.
- Supervised janitorial operations, repairs, and capital improvements to keep facilities safe and reliable.
- Planned office gatherings and team events that fostered collaboration and strengthened workplace culture.

Technology & Administrative Support

- Provided first-level IT support and troubleshooting; coordinated escalations with third-party vendors.
- Administered Microsoft 365, SharePoint, Active Directory, and RingCentral UCaaS for 60+ users; directed telephony consolidation across 100+ offices to simplify communication and improve client experience.
- Designed and delivered training on collaboration tools, CRM platforms, and productivity systems, emphasizing cyber-safety, efficiency, and user adoption across all departments.
- Partnered with finance and leadership to evaluate budgets, project feasibility, and provide data-driven insights for operational decisions.
- Partnered with leadership to align technology with business needs, earning praise for both high-level strategy and hands-on execution.

Employee Experience & Leadership Support

- Served as the CEO's trusted right hand, handling confidential matters with foresight and discretion and often functioning in a Chief-of-Staff capacity.
- Coordinated executive meetings, trainings, offsites, and client events; prepared agendas, briefings, and polished communications.
- Anticipated leadership needs to keep executives focused on strategy and team culture.
- Designed onboarding experiences and workspace setups that helped new hires feel supported and connected from day one.
- Acted as a liaison between leadership and cross-functional teams, ensuring clear communication and alignment of priorities.

Operations Leadership & Process Innovation

- Developed and documented SOPs that reduced onboarding and training time from months to weeks and enabled rapid scaling.
- Planned and managed post-acquisition integrations covering IT, facilities, and onboarding; bringing new offices online within six weeks and without downtime.
- Executed enterprise communications and telephony consolidation for 400+ users, improving client experience and data visibility.
- Standardized workflows and compliance procedures across sales, service, and finance teams to support sustainable growth.

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 • Microsoft 365 & Active Directory • 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