

# RONALD C. MORSE

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## OFFICE MANAGER | ADMINISTRATIVE & OPERATIONS SUPPORT LEADER

Polished, people-focused operations professional with 15+ years keeping offices organized, teams supported, and leaders prepared. Skilled in daily operations, vendor coordination, meeting and event logistics, onboarding, and document preparation. Known for sound judgment, calm execution, and a hands-on, tech-forward approach that keeps workplaces running smoothly. Brings initiative, professionalism, and a service-oriented presence to fast-moving environments.

### CORE COMPETENCIES:

- Office Operations
- Front Desk & Visitor Experience
- Meeting & Event Logistics
- Facilities & Vendor Coordination
- Staff Onboarding & Workspace Setup
- Scheduling & Administrative Support
- Procurement & Inventory
- Mailroom & Shipping Workflows
- Workplace Experience & Culture Events
- Document Preparation & Formatting
- Hybrid Meeting Support & Presentation Tech
- Hands-On Technology Support
- Knowledge Systems & Document Management
- Workflow & Process Improvements

### PROFESSIONAL EXPERIENCE:

#### Relation Insurance Services & Stamford Insurance Group

– Stamford, CT

Office Manager | Operations Analyst | Facilities & Operations Manager

2000 – 2025

##### Office Management & Administrative Coordination

- Directed daily office operations across multiple locations, ensuring smooth front-desk workflows, timely communication, and a polished, professional environment.
- Oversaw reception, guest coordination, meeting preparation, office supplies, courier services, and mailroom/shipping systems (Pitney Bowes, Stamps.com, UPS, FedEx).
- Maintained organized administrative systems, archives, and shared resources for easy access across teams.
- Supported executives with information flow, light scheduling coordination, and sensitive administrative tasks requiring discretion and judgment.
- Ensured employees, visitors, and clients received a warm, professional first-impression experience.

##### Workplace Operations & Facilities Coordination

- Coordinated repairs, maintenance requests, and service vendors across office and executive-owned spaces, resolving issues promptly and communicating clearly with staff.
- Managed workspace setups, equipment readiness, and new-hire onboarding logistics in partnership with HR, ensuring a seamless first-day experience.
- Supported office moves, buildouts, and space planning using CAD/LucidChart to optimize layout, efficiency, and comfort.
- Handled vendor quotes, purchase orders, and routine budgeting inputs to maintain cost control and operational transparency.
- Maintained workplace safety awareness and basic compliance documentation.

## **Executive, Team & Project Support**

- Assisted executives with meeting prep, agendas, internal communications, and follow-through to keep priorities moving.
- Created, edited, and polished slide decks, documents, and reports for leadership meetings, client presentations, and internal reviews.
- Managed cross-department coordination for small projects, updates, and operational initiatives with clear tracking and follow-up.
- Supported leadership during periods of growth, change, and acquisitions, helping teams stay organized, informed and ready for change.

## **Technology, Systems & Knowledge Management**

- Provided hands-on IT/AV troubleshooting, set-ups for hybrid meetings, and user support across Microsoft 365, Teams, SharePoint, and collaboration platforms.
- Updated internal content, maintained shared drives, and refreshed web pages using WordPress and other content platforms.
- Developed SOPs, onboarding guides, and administrative processes that improved consistency, clarity, and organizational memory.

## **COMMUNITY LEADERSHIP & ENGAGEMENT**

**President, Brighton Court Condo Association:** Leads a 37-unit residential community, overseeing vendor contracts, governance, budgeting, communications, and major projects with an eye toward safety, transparency, and reliability.

**Partner, Rippowam Labs Makerspace:** Co-managed a technical/creative workspace; maintained equipment, supported workshops, coordinated events, and upheld a safe, organized learning environment.

## **TOOLS AND SYSTEMS:**

Microsoft 365 (Outlook, Excel, Access, PowerPoint, Teams) • CRM Platforms  
SharePoint & Collaboration Platforms • Meeting & AV Support Tools  
Adobe Creative Tools (Illustrator, Premiere) • CAD Layout Drafting • LucidChart  
Shipping Platforms (Pitney Bowes, UPS, FedEx, Stamps.com)

## **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