

# RONALD C. MORSE

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## EXECUTIVE ASSISTANT & OFFICE MANAGER

Trusted executive support and operations partner with 20+ years collaborating with CEOs and senior leaders. Blend of EA, Office Management, and Operations Leadership: supporting executives with discretion, managing workplaces and facilities, driving vendor negotiations, and executing complex cross-functional projects. Recognized for foresight, stability, and a hands-on approach that keeps leadership focused and organizations running smoothly.

## CORE COMPETENCIES:

- Executive & CEO Partnership | Calendar, Travel, Meeting Prep
- Office & Facilities Oversight | Vendor & Contract Management
- Workplace Experience | Team & Event Logistics | Staff Onboarding
- Project & Process Management | SOP Development | M&A Integration
- Technology & AV Systems | UCaaS, Cloud, Security, End-User Support
- Confidentiality, Discretion & Stakeholder Collaboration

## PROFESSIONAL EXPERIENCE:

### Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

*Operations Analyst / Office Manager / Assistant to CEO*

*2000 - 2025*

#### Executive & Leadership Partnership

- Served as CEO's trusted right hand, handling confidential matters with foresight and discretion; often functioned in a Chief-of-Staff capacity.
- Coordinated executive meetings, trainings, offsites, and client events; prepared agendas, briefings, and polished communications.
- Anticipated executive needs and ensured leadership stayed focused on growth and strategy.
- Drafted and refined executive communications, presentations, and memos, turning rough concepts into polished deliverables for clients, staff, and board audiences.
- Supported confidential initiatives such as crisis response, M&A evaluations, and feasibility studies, requiring discretion.
- Acted as primary liaison between CEO and cross-functional teams, ensuring clear communication and alignment of priorities.

#### Office & Facilities Management

- Oversaw 20+ office locations and 6 executive-owned properties, directing vendor management, lease negotiations, and building liaison duties to ensure reliable and cost-effective operations.
- Delivered a 5,000 sq. ft. HQ relocation with zero downtime and thousands in cost savings.
- Planned office events and team gatherings that fostered collaboration and strengthened workplace culture.

## Project & Operations Leadership

- Planned and managed post-acquisition integrations, including IT migrations, facilities, vendor consolidation, onboarding, and office re-openings — bringing locations online in under six weeks with zero downtime.
- Designed SOPs and compliance workflows, reducing onboarding from months to weeks and enabling growth from 3 to 62 employees across 13 offices.
- Executed communications/telephony consolidation across 100 offices and 400+ users, eliminating failures and improving client experience.

## Technology & Systems Oversight

- Directed IT/AV infrastructure for a 12-location enterprise, ensuring secure, scalable operations for 60+ employees.
- Partnered with leadership to align technology with business needs, praised for both high-level strategy and hands-on fixes.
- Trained executives and staff on new systems and collaboration tools, ensuring smooth adoption and minimal disruption.

## TOOLS AND TECH:

**Productivity:** Microsoft 365 (Outlook, Excel, PowerPoint, Teams), Google Workspace, SharePoint, Adobe Creative Suite

**Collaboration:** Slack, Zoom, UCaaS admin (RingCentral)

**Operations & Facilities:** CRM platforms (AMS360), LucidChart, CAD layout

## COMMUNITY LEADERSHIP & ENGAGEMENT:

**President, Brighton Court Condo Association:** Leads a 37-unit community, overseeing property management, major projects, and governance with transparency & collaboration.

**Partner, Rippowam Labs Makerspace:** Co-managed a creative workspace, teaching technical and craft skills while fostering collaboration.

## EDUCATION:

**State University of New York**

**- Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology.*

## TESTIMONIAL:

*“Ronald wore many hats with expertise, enthusiasm, and dependability. His initiative in creating custom software solutions improved workflows, and his rare ability to handle both high-level strategy and detailed execution made him instrumental to our growth from 3 to 62 employees across 13 locations.”*

*— Brian E. Rogers, CEO, Stamford Insurance Group*