

RONALD C. MORSE

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PRACTICE MANAGER | OFFICE & OPERATIONS LEAD

Practice Manager and operations leader with 15+ years supporting principals, executives, and small-office environments through day-to-day operations, coordination, and change. Known for creating calm, reliable systems that keep offices running smoothly, staff supported, and leaders focused on clients and revenue. Brings strong judgment, discretion, and a hands-on approach across facilities, vendors, administration, and workflow management.

CORE COMPETENCIES:

Office & Practice Operations

Staff Coordination & Onboarding

Scheduling, Calendars & Office Workflow

Policies, SOPs & Documentation

Client-Facing Environment Support

Technology-Enabled Office Support

Principal & Executive Support

Vendor & Facilities Management

Budget Oversight

Compliance-Aware Operations

Discretion & Confidentiality

Hybrid Meetings & AV Systems

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

– Stamford, CT

Office & Operations Manager / Operations Analyst / Business Support Specialist 2000 – 2025

Office Operations

- Served as the central operations lead for a multi-office professional services environment (12+ offices), ensuring daily office functions, facilities, vendors, and systems operated smoothly and reliably.
- Managed office readiness, vendor coordination, procurement, and workspace needs, maintaining cost control, service standards, and operational continuity.
- Coordinated staff onboarding, workspace setup, and operational orientation, ensuring new hires were productive from day one.
- Provided hands-on, day-to-day support in small-office environments where responsiveness, discretion, and adaptability were essential.
- Maintained a professional, client- and patient-facing office environment, ensuring scheduling flow, communications, and office readiness supported a positive experience.

Principal & Executive Support

- Acted as the CEO's trusted right hand for over a decade, managing priorities, sensitive communications, and confidential initiatives.
- Prepared briefings, agendas, reference materials, and follow-up tracking to keep leadership focused and decisions moving forward.
- Maintained communication flow between leadership and staff, ensuring clarity, alignment, and consistent execution across the office.
- Exercised sound judgment and discretion in matters involving HR, compliance, legal, and ownership-level discussions.

Staff, Workflow & Process Coordination

- Designed and maintained office workflows, documentation, and SOPs that reduced ambiguity and improved consistency.
- Coordinated meetings, internal sessions, and leadership reviews, ensuring preparation, clear outcomes, and documented follow-through.
- Supported HR and department leads with reporting, documentation, and cross-team coordination.

Facilities, Space & Office Projects

- Coordinated office relocations, space planning, and buildouts, including a 5,000 sq. ft. headquarters move completed with zero downtime.
- Served as day-to-day liaison with landlords, vendors, and service providers to resolve issues quickly and minimize disruption.
- Played a central role in post-acquisition office and team integrations, aligning systems, workflows, and communication standards.

Technology-Enabled Office Support

- Supported office technology, hybrid meetings, AV systems, and collaboration tools to ensure smooth daily operations.
- Provided clear, non-technical support for Microsoft 365, Teams, SharePoint, and related tools, improving adoption and reliability.
- Maintained organized digital filing systems and shared resources to support rapid access and operational clarity.

COMMUNITY LEADERSHIP & ENGAGEMENT:

President, Brighton Court Condo Association: Leads governance, vendor oversight, budgeting support, and major property projects for a 37-unit residential community.

Partner, Rippowam Labs Makerspace: Co-managed facilities, equipment, scheduling, and technical workshops in a collaborative environment.

TOOLS & SYSTEMS:

Microsoft 365 (Outlook, Word, Excel, PowerPoint, Teams) • CRM / Workflow Platforms
Document Management Systems • Space Planning Tools & Layout Diagrams
Conference Room & AV Setup • Mailroom & Shipping Platforms (UPS, FedEx, Pitney Bowes)

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