

# RONALD C. MORSE

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## OPERATIONS, FACILITIES & TECHNOLOGY LEADER

Operations strategist with 20+ years of experience turning complexity into scalable systems and delivering seamless results during growth, acquisitions, and change. Recognized for building reliable infrastructures, executing zero-downtime moves, and unifying technology with business operations. Trusted by executives as a right-hand partner who anticipates needs, balances discretion with initiative, and ensures strategy translates into execution. Brings a unique blend of operations leadership, facilities/property management, IT/AV integration, and executive support, enabling organizations to scale smoothly and confidently.

## CORE COMPETENCIES:

- Operations Management
- Workplace Experience
- Facilities Management
- IT & AV Systems
- Vendor & Contract Management
- Project Execution
- Process Improvement
- Executive & Team Support
- Technology Integration
- Training & Staff Enablement

## PROFESSIONAL EXPERIENCE:

**Relation Insurance Services & Stamford Insurance Group** - Stamford, CT

*Manager, Operations, Facilities & IT | Operations Analyst | Business Support Specialist*  
2000–2025

### Operations Scaling & Process Innovation

- Designed and implemented SOPs across sales, finance, and compliance, reducing onboarding time and enabling growth from 3 to 60+ employees across 12+ locations
- Built compliance processes and internal knowledge systems that promoted accountability and cross-team collaboration.
- Partnered with leadership to identify inefficiencies and create scalable, repeatable processes.

### Facilities & Workplace Strategy

- Directed 20+ office buildouts and relocations, including Stamford HQ move that delivered zero downtime and reduced costs by over \$3,000 per month in facilities operating expenses.
- Balanced dual role managing executive-owned properties (residential and commercial tenants) while overseeing day-to-day business operations at 13 simultaneous office sites.
- Negotiated leases, managed vendor contracts, and aligned facilities planning with business growth and cost control.

## Technology & Systems Management

- Directed IT/AV infrastructure for a 12-location, 60+ employee enterprise, including networking, security, cloud services, and end-user support.
- Led RingCentral UCaaS consolidation for 100+ offices and 400+ users, eliminating routing failures and enabling business intelligence reporting.
- Deployed CRM, Microsoft 365, and cloud solutions improving integration and enabling faster onboarding of new offices.

## Mergers & Acquisitions / Integration Execution

- Managed integrations of acquired offices, including IT migrations, telecom upgrades, vendor consolidation, and signage/branding.
- Coordinated budgets, vendors, and staff to fully integrate new locations within six weeks.
- Delivered seamless transitions with minimal disruption, earning praise from leadership for rapid, disruption-free execution.

## Executive Partnership & Leadership

- Served as the CEO's right hand, anticipating needs and handling crises with discretion.
- Regularly functioned as de facto Chief of Staff, turning rough concepts into polished strategies, presentations, and communications.
- Coordinated executive travel, offsites, and high-stakes meetings, freeing leadership to focus on growth and strategy during the organization's expansion from 3 to 62 employees.

## COMMUNITY LEADERSHIP & ENGAGEMENT:

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

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

## TOOLS AND TECHNICAL PROFICIENCIES:

**Productivity & Data:** Microsoft 365 (Excel, Access, PowerPoint), Adobe Creative Suite

**Systems & Admin:** Microsoft 365 administration, Active Directory, SharePoint, CRM platform admin, RingCentral UCaaS administration

**Process & Planning:** LucidChart, CAD layout/drafting

## EDUCATION:

**State University of New York**

**- Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology*

*"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*