

RONALD C. MORSE

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STRATEGIC EXECUTIVE SUPPORT & OPERATIONS PROFESSIONAL

Operations-minded administrative professional with 15+ years of experience supporting executive leadership, coordinating multi-site office operations, and delivering high-touch workplace, technology, and facilities support. Known for exceptional reliability, maturity, and calm execution under pressure. Brings a rare blend of executive support, office management, IT/AV troubleshooting, vendor oversight, project coordination, and hands-on facilities expertise. Excels in fast-paced environments where proactive problem-solving, cross-departmental communication, and independent judgment are essential.

CORE COMPETENCIES:

Administrative & Executive Support

- Leadership logistics
- Meeting support
- Presentation prep
- Email & communications
- Confidential support

Office Operations:

- Office administration
- Vendor management
- Supplies & inventory
- Onboarding support
- Office relocations
- Workplace logistics

Facilities & Workplace:

- Space planning
- Contractor coordination
- Office buildouts
- Maintenance oversight
- Safety & compliance

Technology & AV Support:

- Microsoft 365
- Teams/Zoom
- Workstation setup
- Conference room AV
- Basic IT troubleshooting
- RingCentral UCaaS

Project & Process Management

- SOP development
- Workflow optimization
- Documentation
- Project coordination
- Cross-functional collaboration

Communication & Creative:

- Slide design
- Internal communications
- Proofreading
- Training materials
- Basic graphic/layout tools

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

– Stamford, CT

Operations Analyst / Business Support Specialist / Executive Support Partner 2000 – 2025

Supported the CEO, COO, and senior leadership while managing day-to-day operations, multi-site workplace administration, facilities oversight, IT/AV support, and cross-functional project execution. Served as a trusted internal partner known for independence, judgment, and steady delivery across both strategic initiatives and hands-on operational needs.

Administrative & Executive Support

- Partnered closely with the CEO, COO, and senior leaders to coordinate meetings, session logistics, materials, and follow-ups.
- Ensured leadership had the information, briefings, and resources needed for effective decision-making.

- Prepared presentations, internal memos, and communication materials for company-wide events and leadership updates.
- Handled confidential matters and sensitive information with discretion and sound judgment.
- Supported logistics for leadership offsites, events, and occasional travel needs as part of broader operational responsibilities.
- Served as a liaison between executives, department heads, and cross-functional teams to align priorities and streamline workflows.

Office Operations & Facilities

- Oversaw workplace operations for 30+ office locations across four states, including space planning, daily facilities support, contractor coordination, and maintenance oversight.
- Managed supplies, procurement, contracts, and vendor relationships supporting a high-quality, productive office environment.
- Directed new office openings, closures, and relocations from planning through execution, coordinating furniture, infrastructure, and user migration.
- Ensured compliance with licensing, professional liability, safety, and regulatory standards across offices.

Technology & AV Support

- Directed Supported end-user computing: workstation setup, device troubleshooting, printers/scanners, and office tech logistics.
- Installed and supported conference room AV systems including large displays, projection, microphones, and video conferencing tools.
- Served as a point of contact for network, telephony, and basic infrastructure support in coordination with external IT vendors.
- Led a multi-site digital telephony migration (RingCentral) for 400+ users across 100+ offices.

Project Coordination & Process Improvement

- Executed facility, renovation, and technology projects including cabling, network/server closet setups, buildouts, and office refreshes.
- Standardized internal documentation, onboarding checklists, SOPs, and knowledge-sharing resources to streamline operations.
- Gathered data and performance metrics to guide leadership decisions on staffing, space utilization, and process improvements.
- Independently managed cross-functional initiatives requiring coordination with leadership, department heads, and external partners.

M&A Integration & Multi-Site Leadership Support

- Successfully integrated 30+ acquired agencies into unified systems, processes, workspaces, and technology platforms.
- Directed hardware deployments, telephony conversions, facilities consolidations, licensing/compliance transitions, and employee onboarding during acquisitions.
- Built trust with new teams through clear communication, hands-on support, and reliable follow-through.

COMMUNITY LEADERSHIP

- **President, Brighton Court Condo Association:** Leads a 37-unit community overseeing governance, vendor management, building projects, and resident communications.
- **Partner, Rippowam Labs Makerspace:** Co-managed creative workspace and training programs.

TOOLS & TECHNOLOGY:

Microsoft 365 • Google Workspace • Teams/Zoom • Windows OS • RingCentral UCaaS
Adobe Creative Suite • CAD / layouts • Lucidchart • Network/IT fundamentals
SharePoint Admin • Conference room AV systems

EDUCATION:

State University of New York

– Purchase, NY

Conservatory of Theatre Arts, Design/Tech

“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