

# RONALD C. MORSE

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## EXECUTIVE & OPERATIONS SUPPORT LEADER

Executive Assistant with 20+ years as the trusted partner to CEOs and senior leaders. Known for discretion, foresight, and problem-solving, I support executives by handling confidential initiatives, complex projects, and polished communications that keep leadership focused on strategy. Experienced in growth, acquisitions, and cross-functional collaboration, I bring stability in fast-changing environments while ensuring seamless execution across Sales, Finance, HR, Operations, and Communications.

## CORE COMPETENCIES:

- Confidential Executive Support & Discretion
- Polished Presentations, Reports & Communications
- Meeting, Event & Offsite Planning
- Cross-Functional Collaboration (Finance, HR, Sales Ops, Communications)
- Executive Liaison & Stakeholder Coordination
- Process Improvement & SOP Development
- Project & Program Management
- Vendor & Budget Coordination
- IT, AV & Workplace Technology

## PROFESSIONAL EXPERIENCE:

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

*Operations Analyst / Executive Support / Manager: Operations, Facilities & IT* 2000 – 2025

### Executive & Leadership Support

- Acted as right-hand and confidant to the CEO, handling confidential projects, research, and communications with discretion.
- Translated rough concepts into polished presentations, memos, and business plans, enabling clear leadership messaging.
- Partnered on sensitive initiatives including M&A integrations, HR transitions, and compliance filings.
- Anticipated and resolved competing executive priorities and operational conflicts, ensuring leadership stayed focused on growth.
- Handled confidential materials related to HR, legal, and compliance matters with professionalism and accuracy.

### Project & Program Management

- Directed complex cross-team initiatives: IT migrations, office moves, vendor consolidations, and new-unit onboarding; often reducing timelines from months to weeks.
- Led a 5,000 sq. ft. headquarters relocation with zero downtime, thousands in cost savings, and a flagship executive office experience.
- Managed consolidation of 100+ office telephony systems for 400+ users, eliminating failures, improving reporting, and enhancing customer experience.

## Meeting, Event & Program Planning

- Planned and executed leadership meetings, board sessions, sales presentations, and offsites; managing venues, presenters, AV, and hybrid delivery.
- Produced refined content, reports, and briefing materials to ensure executives were always prepared and messaging was consistent.

## Operations & Workplace Effectiveness

- Balanced dual role as property manager and operations leader for 6 executive-owned real estate properties and 20+ rented offices. Oversaw buildouts, leases, space planning, and vendor negotiations to align facilities with strategy and cost control.
- Designed and standardized SOPs, compliance processes, and internal knowledge systems, ensuring clarity, accountability, and integration across departments.
- Provided workflow insights and recommended improvements to team efficiency and performance, strengthening cross-department collaboration.

## Technology, Communications & Analysis

- Directed end-to-end IT and AV support: infrastructure planning, hardware/software deployment, UCaaS (RingCentral) administration, Microsoft 365, SharePoint, and CRM systems.
- Delivered data analysis and feasibility studies that informed executive decision-making.
- Produced polished executive presentations, sales decks, and event materials, ensuring leadership had effective tools for internal and external audiences.

## COMMUNITY LEADERSHIP & ENGAGEMENT

**President, Brighton Court Condo Association:** Lead a 37-unit community, overseeing major projects, and governance.

**Partner, Rippowam Labs Makerspace:** Co-managed technical workspace, teaching hands-on tool, tech and craft skills while fostering collaboration.

## TOOLS AND TECHNICAL PROFICIENCY HIGHLIGHTS:

Microsoft Office Suite (PowerPoint, Excel, Access, Outlook, Word) • SharePoint • Microsoft 365 & Active Directory • RingCentral UCaaS • Adobe Creative Suite (Illustrator, Premiere Pro) • CRM Platforms • CAD Layout/Drafting • LucidChart

## EDUCATION:

**State University of New York**

**- Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology*

*"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*