

RONALD C. MORSE

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FACILITIES & OPERATIONS LEADER

Trusted manager of people, properties, and processes with 20+ years overseeing facilities, IT/AV, and operations for a 60+ person, multi-location enterprise. Skilled at balancing owner priorities with tenant and staff needs, coordinating vendors across trades, and keeping workplaces safe, functional, and cost-effective. Adept at preventive maintenance programs, vendor negotiations, and construction/renovation projects. Known for hands-on problem-solving, cross-department coordination, and “grace under pressure”.

CORE COMPETENCIES:

- Multi-Site Facilities Oversight, Preventive Maintenance Programs
- Vendor & Contractor Management: HVAC, Electrical, Plumbing
- Renovations, Build-Outs & Lease Administration
- Project & Budget Management, Cost Control & Compliance
- Workplace Safety, Risk Mitigation & Staff Training
- IT/AV Infrastructure, Technology Integration, Process Improvement
- Executive & Team Support, SOP Development & Implementation

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Operations, Facilities & IT Manager / Business Support Specialist

1999 - 2025

Facilities & Property Oversight

- Directed daily facilities operations across **20+ office sites** (up to 13 simultaneously), balancing lease obligations, space planning, and staff needs.
- Managed **CEO/COO-owned properties (6 buildings)**, overseeing repairs, capital projects, tenant relations, and vendor contracts.
- Delivered renovations, build-outs, and relocations including a **5,000+ sq ft Stamford HQ gut renovation** and multiple site updates, ensuring safe, functional, and branded workspaces.
- Instituted **preventive maintenance cycles** (HVAC, Safety, IT/AV refresh) to avoid costly downtime.

Project Leadership

- Orchestrated **major office relocations** with *zero* downtime and thousands in monthly savings, ensuring continuity of service.
- Integrated newly acquired offices: coordinated **IT migrations, telecom upgrades, signage, furniture, and training**, delivering fully operational sites in under 6 weeks.
- Led **communications consolidation** across 100 East Coast offices, eliminating routing failures and improving reporting visibility.

Vendor & Budget Management

- Negotiated contracts for projects, construction, telecom, IT, HVAC, and janitorial services, aligning vendor work with business priorities.
- Managed budgets for repair/maintenance, ensuring cost controls and maximizing ROI of property investments.
- Coordinated directly with contractors and utilities for service upgrades and compliance.

Executive Support & Cross-Functional Leadership

- Aligned real estate strategy with business growth through direct partnership with executive leadership (CEO, COO, Finance, HR).
- Acted as CEO's trusted right hand, managing crises and facility responses to keep leadership focused on strategy.
- Created and rolled out SOPs and staff training programs, raising consistency and safety standards across locations.

COMMUNITY LEADERSHIP

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, training members on technical skills while fostering community collaboration.

TOOLS AND TECHNICAL PROFICIENCY HIGHLIGHTS:

Facilities & Planning: CAD layout/drafting, LucidChart.

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

Systems & Admin: CRM platform admin, Unified Communications admin (RingCentral).

EDUCATION:

State University of New York

- Purchase, NY

Conservatory of Theatre Arts, Design/Technology

EARLY EXPERIENCE:

Subway Sandwich Shops

- Stamford, CT

Crew Member, Multi-Location Support | Summers & Nights During High School & College

- Supported day-to-day restaurant operations across multiple stores, including food prep, customer service, cash handling, and shift cleanup.
- **Gained exposure to restaurant facilities**, equipment upkeep, and adherence to brand standards.