

RONALD C. MORSE

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OPERATIONS & PROPERTY MANAGEMENT LEADER

Organized, proactive, and customer-focused professional with 20+ years of experience in property management, resident relations, and multi-disciplinary operations leadership. Known for a hands-on yet strategic approach: equally comfortable coordinating with boards, owners, and residents as with vendors, contractors, and staff. Skilled at turning complex challenges into scalable systems that balance ownership priorities, compliance, and tenant satisfaction.

CORE COMPETENCIES:

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| • Resident & Tenant Relations | | Board & Governance Support |
| • Meeting & Event Coordination | | Property & Facilities Oversight |
| • Capital Projects | | Lease & Document Administration |
| • Vendor & Contract Management | | Budget & Cost Control |
| • Executive & Leadership Support | | Crisis Management |
| • Regulatory Compliance | | IT & AV Infrastructure |
| • Multi-Site Operations | | Cross-Functional Project Leadership |

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Operations & Property Manager / Business Support Specialist

2000 - 2025

Property & Facilities Management

- Balanced dual role of operations manager and property manager, overseeing six executive-owned properties while managing 20+ rented offices (up to 13 simultaneously).
- Executed zero-downtime HQ relocation, cutting costs while creating a flagship-quality workplace tailored to high-value teams.
- Directed capital projects, renovations, and relocations end-to-end, from vendor bids to resident/staff communications and post-move support.
- Facilitated resolutions with residents, tenants, contractors, and vendors to resolve issues quickly and professionally.

Resident, Board & Community Relations

- Administered executive-owned residential and commercial properties (for CEO/COO), coordinating vendors, handling tenant concerns, and ensuring compliance documentation (leases, bylaws, tax filings) was accurate and up to date.
- Currently serving as elected President of a 37-unit condominium board for 10+ years, governing budgets, vendor contracts, and capital projects with transparency and collaboration.
- Additional perspective as a current and long-time co-op unit owner, providing first-hand familiarity with shareholder concerns and co-op governance models.

Operations Leadership & Multi-Discipline Projects

- Built and standardized SOPs and compliance systems across departments, enabling scaling from 3 to 62 employees and 13 offices.
- Orchestrated multi-site telecom consolidation across 100+ East Coast offices and 400+ users, improving service quality and customer experience.
- Developed onboarding and training processes that integrated new employees quickly, reducing ramp-up time and strengthening collaboration
- Delivered post-acquisition integrations covering IT migrations, facilities transitions, vendor consolidation, and employee onboarding.

Executive Partnership & Support

- Served as the CEO's trusted right hand, anticipating needs, handling crises discreetly, and keeping leadership focused on growth.
- Bridged vision with execution, often acting in a Chief-of-Staff capacity: turning leadership concepts into operational results.
- Produced polished communications and presentations from leadership vision, ensuring clarity and alignment in board meetings, investor discussions, and resident forums.
- Prepared data analysis and feasibility studies that informed leadership and board decision-making.

COMMUNITY LEADERSHIP

President, Brighton Court Condo Association: Elected role leading a 37-unit community, overseeing property management, major projects, and governance (expanded in Professional Experience section).

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

"Ronald's contributions spanned project management, logistics, customer service, and beyond... During his tenure, we grew from a modest three-person team to 62 employees across 13 locations in four states."

— Brian E. Rogers, CEO, Stamford Insurance Group