

# RONALD C. MORSE

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## EXECUTIVE IT & AV SUPPORT

Polished IT & AV professional with 20+ years of loyal, discreet executive support, delivering white-glove troubleshooting, calm crisis management, and seamless technology experiences in high-pressure environments.

## CORE SKILLS SNAPSHOT:

- Executive-Facing Troubleshooting
- Confidential Support
- Crisis Management
- Teams, Zoom & Collaboration Platforms
- AV & Office Hardware Support
- Microsoft 365 Admin
- Active Directory Admin
- Windows, macOS (familiar), iOS
- RingCentral, Unified Communications
- Vendor Liaison
- Event, Offsite & Meeting Logistics
- Process Documentation & SOP Creation

## PROFESSIONAL EXPERIENCE:

### Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

*Executive IT Support / Operations, IT & Facilities Manager*

*2000–2025*

- **Executive Support:** Served as CEO's trusted right hand for 20+ years, providing consistent, confidential IT and AV support through growth, acquisitions, and organizational change.
- **Crisis Management:** Delivered calm, rapid resolution of technical issues under pressure, ensuring executives remained focused on leadership priorities.
- **Multi-Platform Troubleshooting:** Supported Windows, iOS, and collaboration platforms; familiar with macOS and quick to adapt.
- **AV & Office Hardware Support:** Maintained executive boardroom AV, hybrid meeting setups, and office hardware (laptops, printers, network, mobile devices).
- **Systems Administration:** Directed full-scope IT operations, support and planning. Administered Microsoft 365, Active Directory, SharePoint, and RingCentral UCaaS for 60+ users across sites in multiple states.
- **Project Execution:** Directed multi-site technology and office buildouts with zero downtime, including a 5,000 sq. ft. HQ relocation and a Unified Communications consolidation across 100+ sites and 400+ users.
- **Leadership Liaison:** Partnered with executives and vendors to evaluate IT solutions, driving cost savings and system reliability while allowing leadership to focus on growth.

## EDUCATION:

### State University of New York

- Purchase, NY

*Conservatory of Theatre Arts, Design/Technology*

## SELECT RECOGNITION:

Recognized for unwavering loyalty and discretion in executive support:

*"Ronald wore many hats with expertise, enthusiasm, and dependability. His rare ability to handle both high-level strategy and detailed execution made him instrumental to our growth from 3 to 62 employees."*

— Brian E. Rogers, CEO, Stamford Insurance Group