

# RONALD C. MORSE

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## SERVICE & TECHNOLOGY SUPPORT SPECIALIST

Operations, IT & Facilities Technician with 20+ years supporting and integrating technology systems in fast-paced environments. Hands-on experience with Windows Servers, IP networking, VOIP/POE hardware, low-voltage cabling, and AV/Video systems. Skilled in troubleshooting, system maintenance, and vendor coordination. Ultra-local to New Rochelle, Elmsford, and the NY Metro area with a strong record of reliable service, safety, and discretion.

## CORE COMPETENCIES:

### CCTV & IP Security & Surveillance

- CCTV / IP Video (Axis, Hikvision)
- DVRs & IP Cameras
- Access Control Concepts
- Intrusion Detection Systems

### Networking & Infrastructure

- TCP/IP, LAN/WAN
- Routers & Switches
- Firewalls & POE Devices
- VOIP / UCaaS (RingCentral)

### Servers & Systems

- Windows Server / Client
- Active Directory, M365 Admin
- End-User Support
- System Troubleshooting

### On-Site Support

- Preventive Maintenance
- Embedded / On-Site Service
- SOPs & Documentation
- Vendor Coordination

### Facilities & AV

- Conference Room Systems
- Low-Voltage Cabling
- AV Hardware Integration
- Multi-Site Facility Support

## PROFESSIONAL EXPERIENCE:

### Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

Manager: IT, Facilities & Operations / Operations Analyst

2000 - 2025

### Technical Systems & Hardware Support

- Administered Windows Server hardware and OS environments, including user provisioning, permissions, and upgrades.
- Supported networking infrastructure across 12 sites: routers, switches, firewalls, TCP/IP addressing, and POE devices.
- Deployed and maintained VOIP/UCaaS telephony for 400+ users across 100+ offices, consolidating systems to eliminate downtime and service gaps.
- Installed and maintained low-voltage cabling and AV gear, ensuring secure and reliable connectivity in offices and conference rooms.
- Supported IP video surveillance (Axis cameras, DVRs) and coordinated access control systems with building management.

## Preventive Maintenance & Troubleshooting

- Conducted site inspections and IT/AV system maintenance, resolving hardware, software, and cabling issues to minimize service calls.
- Coordinated vendors and service partners to repair or replace faulty systems while documenting fixes for repeatability.
- Created troubleshooting SOPs that enabled consistent system performance across multiple sites.

## Facilities & Embedded Technical Support

- Balanced property and operations management for six executive-owned buildings and 20+ leased offices, ensuring physical systems were fully operational.
- Led office buildouts, relocations, and integrations (power, telecom, cabling, signage, security systems), completing projects with zero downtime.
- Provided on-site embedded support to executive teams, troubleshooting AV, networking, and facility systems directly in the workplace.

## COMMUNITY LEADERSHIP TECHNICAL PROJECTS

**President, Brighton Court Condo Association:** Elected role leading a 37-unit community, overseeing property management, vendors, major projects, and governance.

**Partner, Rippowam Labs Makerspace:** Co-managed a creative workspace, training members on technical skills while fostering community collaboration.

**Amateur Radio Operator (FCC Licensed):** Commitment to continuous learning in communications and technology. Hands-on experience with troubleshooting, electronics and technical systems.

**AV/ Events Organizer:** Designed and operated sound systems for an annual community music event known as “Music in the Park”, for regular “SpeakerBike” community rides and more.

## ADDITIONAL INFORMATION:

- Valid driver’s license, clean record.
- Capable of lifting up to 75 lbs and climbing ladders.
- Available for on-call rotations and multi-site coverage across Westchester, Bronx, & Manhattan.

## EDUCATION:

**State University of New York**

**- Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology*

*“He was responsible for all IT services for multiple offices in four states, often doing onsite installations personally. He researched and recommended new equipment and software. He was key to installations and training for new systems. He exhibited a great deal of patience as the tech support contact for over 65 employees.”*

*— Deborah Brosy, Director, Stamford Insurance Group*