

RONALD C. MORSE

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OPERATIONS & EXECUTIVE SUPPORT LEADER | TRUSTED “RIGHT HAND” TO THE CEO

Versatile operations and executive support professional with 20+ years managing office functions, leading strategic projects, and serving as a trusted partner to senior leadership. Adept at **balancing hands-on execution with big-picture oversight**, from vendor and facilities management to executive communications and client-facing materials. Known for **discretion, foresight, and dependability**, consistently enabling CEOs and leadership teams to focus on growth while ensuring the organization runs smoothly behind the scenes.

CORE COMPETENCIES:

- Executive & Team Support
- Office & Facilities Oversight (20+ locations, 6 owned properties)
- Vendor & Budget Management
- Client & Stakeholder Interaction
- Confidential Communication & Discretion
- SOP & Process Improvement
- IT & Infrastructure Oversight (12 sites / 60+ employees)
- M&A Integration & Project Management

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group - Stamford, CT
Operations Analyst (Earlier roles in Operations, Facilities & IT Management) 1999 - 2025

Executive Partnership & Leadership

- Served as the CEO's trusted right hand, anticipating needs, handling crises discreetly, and ensuring leadership focus stayed on strategy.
- Frequently functioned in a Chief-of-Staff capacity, bridging leadership vision with daily operations.

Business Operations Enablement

- Built and standardized SOPs, compliance processes, and internal knowledge systems, ensuring clarity, accountability, and integration for employees and business units.
- Designed and implemented back-office systems (CRM, marketing, onboarding, licensing, compliance) that enabled growth and cross-team collaboration.

Project Execution & M&A Integration

- Streamlined workflows across sales, service, finance, and compliance, enabling organic growth and reducing new-unit integration from months to weeks.
- Directed post-acquisition integrations covering IT migrations, facilities, vendor consolidation, and onboarding, achieving seamless transitions with zero downtime.

Facilities & Workplace Strategy

- Balanced dual role of operations manager and property manager, overseeing six executive-owned properties while directing business operations for the insurance business at 20+ different office locations (up to 13 simultaneously).
- Oversaw build-outs, lease negotiations, and vendor management to align facilities with business growth and cost control.

IT & Systems Management

- Directed IT infrastructure for a 12-location, 60+ employee enterprise, covering networking, hardware, security, cloud services, and end-user support ensuring secure, scalable, and reliable operations.
- Designed and deployed solutions that aligned technology with operations, enabling rapid scaling and smooth integration of new offices.

TESTIMONIALS:

“His contributions spanned project management, logistics, customer service, data organization, and beyond... During Ronald’s tenure, **we grew from a modest three-person team to 62 employees across 13 locations in four states.**”

— *Brian Rogers, CEO*

“Ron is the kind of person who gives 110% to everything he does, always stepping up to get the job done no matter the challenge. He truly was **the glue that held the agency together.**”

— *Lisa Lingle, Growth Leader*

COMMUNITY LEADERSHIP & ENGAGEMENT

President, Brighton Court Condo Association: Lead a 37-unit community, overseeing property management, major projects, and governance with transparency & collaboration.

Partner, Rippowam Labs Makerspace: Co-managed a creative workspace, teaching technical and craft skills while fostering collaboration.

TOOLS AND TECHNICAL PROFICIENCY HIGHLIGHTS:

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

Systems & Admin: Microsoft 365 admin, Microsoft Active Directory, SharePoint, CRM platform admin (Vertafore AMS360), Unified Communications platform admin (RingCentral).

Facilities & Planning: CAD layout/drafting, LucidChart.

EDUCATION:

State University of New York

- Purchase, NY

Conservatory of Theatre Arts, Design/Technology