

# RONALD C. MORSE

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## OFFICE MANAGER | WORKPLACE OPERATIONS & SCALE ENABLEMENT

Office Manager and operations leader with 15+ years owning workplace operations, office build-outs, IT readiness, and employee experience in fast-moving environments. Proven operator through growth, change, and integration. Building systems, managing vendors, and anticipating needs before they become problems. Known for extreme ownership, hands-on execution, and creating offices that scale smoothly as teams grow.

### CORE COMPETENCIES:

#### Workplace & Office Operations

Office Operations Ownership • Vendor & Contractor Management • Facilities & IT Issue Resolution

Office Build-Outs & Space Optimization • IT / AV / Hybrid Readiness

#### Employee Experience & Workplace Enablement

Onboarding & Equipment Provisioning • Visitor, Candidate & Investor Experience  
Company Events & Executive Meetings • Workplace Readiness

#### Technology & Infrastructure

Microsoft 365 • Teams & SharePoint • Hybrid Meeting & AV Support  
UCaaS / Communications Systems • Hardware Provisioning

#### Execution & Scale

First-Office-Manager Mentality • Process & SOP Creation • Rapid Problem Solving  
Cross-Functional Coordination • Growth & Change Support

### PROFESSIONAL EXPERIENCE:

#### Relation Insurance Services & Stamford Insurance Group

– Stamford, CT

Manager: Operations, Facilities & IT / Office Manager / Operations Analyst 2000 – 2025

#### Office Ownership & Daily Operations

- Owned day-to-day office operations across 12+ locations, serving as the primary point of contact for facilities, IT issues, vendors, and employee needs.
- Managed vendor relationships for cleaning, maintenance, shipping, office services, and IT support with strong follow-through and cost awareness.
- Maintained operational readiness by proactively identifying gaps, resolving issues quickly, and ensuring smooth daily workflows in dynamic environment.

#### Office Build-Outs, Space & Technology

- Led office relocations, build-outs, and space optimizations, including a 5,000+ sq ft headquarters move delivered with virtually zero downtime.
- Partnered with designers, contractors, and vendors on layouts, furniture, conference rooms, AV installations, and workplace upgrades.
- Served as hands-on IT/AV point person supporting Microsoft 365, Teams, SharePoint, hybrid meetings, and in-room troubleshooting.

## **Employee Experience, Growth & Leadership Support**

- Coordinated onboarding logistics for new hires, including equipment provisioning, building access, workspace setup, and office orientation.
- Supported leadership through periods of rapid growth, acquisitions, and organizational change, maintaining continuity while systems and teams scaled.
- Planned and executed internal events, leadership meetings, team gatherings, and external-facing experiences in partnership with executives.

## **Systems, Integrations & Operational Scaling**

- Supported post-acquisition and growth-phase integrations, coordinating office setup, IT readiness, vendor transitions, and employee onboarding.
- Helped standardize workflows, tools, and documentation across newly added teams to reduce friction and accelerate productivity.
- Acted as a stabilizing operational presence during periods of change, balancing day-to-day continuity with longer-term improvements.

## **COMMUNITY LEADERSHIP & ENGAGEMENT**

**President, Brighton Court Condo Association:** Leads governance, vendor contracts, capital projects, emergency response, and resident communications for 37-unit community.

**Partner, Rippowam Labs Makerspace:** Co-managed facilities, equipment maintenance, safety standards, and technical workshops within a collaborative learning environment.

## **TOOLS AND SYSTEMS:**

Microsoft 365 (Outlook, Excel, Access, PowerPoint, Teams, SharePoint)

UCaaS / RingCentral • Hybrid Meeting & AV Systems

CRM Platforms • LucidChart & CAD Drafting • Adobe Creative Suite

Shipping & Logistics Platforms (UPS, FedEx, Stamps.com, Pitney Bowes)

## **EDUCATION:**

**State University of New York:**

**– Purchase, NY**

*Conservatory of Theatre Arts, Design/Tech*

## **EXECUTIVE TESTIMONIAL:**

*“Ronald wore many hats with expertise, enthusiasm, and dependability. He often took on complex assignments with minimal direction, transforming ideas into fully executed projects. His ability to handle both high-level strategy and detailed execution is rare and valuable.”*

*— Brian Rogers, CEO, Stamford Insurance Group*