

# RONALD C. MORSE

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## SENIOR OPERATIONS & MULTI-SITE FACILITIES LEADER

Operations professional with 20+ years of experience leading complex, multi-location business units through growth, integrations, and facility transitions. Recognized for bridging strategy with execution; turning daily challenges into efficient systems that empower staff and improve quality, compliance, and service delivery. Combines human-centered leadership with technical fluency in IT, facilities, and administrative operations to ensure reliability, scalability, and fiscal accountability.

## CORE COMPETENCIES:

- Operations & Practice Management
- Process Standardization & SOP Design
- Multi-Site Facility Oversight
- Compliance & Risk Management
- Team Leadership & Development
- Vendor & Budget Administration
- Cross-Functional Integration
- Technology & Information Systems
- Data-Driven Decision Support
- Change & Transition Management

## PROFESSIONAL EXPERIENCE:

### Relation Insurance Services & Stamford Insurance Group

- Stamford, CT

*Operations Analyst / Business Support Specialist / Manager of Operations, Facilities & IT*  
2000 – 2025

#### Operational Leadership & Process Management

- Directed day-to-day operations across 13 concurrent office sites and 20+ total locations, ensuring smooth business continuity, compliance, and resource utilization.
- Developed and implemented standard operating procedures (SOPs) that unified workflows across sales, service, finance, and compliance—reducing integration times from months to weeks.
- Oversaw departmental performance metrics, reporting, and quality assurance processes to maintain consistency and transparency across remote and on-site teams.
- Partnered with senior leadership to translate strategic goals into operational plans and KPIs, aligning staff accountability with organizational objectives.

#### Facilities & Resource Management

- Balanced dual roles managing both executive-owned real estate (six properties) and corporate leased offices, aligning facility operations with budget, growth, and regulatory needs.
- Led multiple office buildouts, relocations, and lease negotiations, including a 5,000 sq. ft. HQ relocation achieving zero downtime and significant cost savings.
- Directed vendor contracts, maintenance, safety compliance, and space planning to ensure optimal functionality and staff experience.
- Developed and led emergency response and business continuity plans for office operations and executive properties, ensuring rapid recovery and minimal service interruption during crises.

## Systems & Technology Integration

- Administered and modernized enterprise IT systems for a 60+ employee, 12-site organization, covering Microsoft 365, Active Directory, SharePoint, and enterprise communication & collaboration Systems.
- Consolidated 100+ office telephony systems into a single unified platform, eliminating routing failures, improving client access, and enabling centralized analytics.
- Delivered technology rollouts, staff training, and cybersecurity best-practice education to support secure, scalable operations.

## Executive Partnership & Leadership

- Served as trusted right-hand to the CEO, handling sensitive communications, crisis response, and leadership support across operations, finance, and facilities.
- Provided executive-level research, reporting, and presentations; coordinated leadership meetings, events, and communications with discretion and foresight.
- Recognized by executive leadership for initiative, reliability, and cross-functional effectiveness, acting frequently in a Chief-of-Staff capacity bridging strategy and daily execution.

## COMMUNITY LEADERSHIP & ENGAGEMENT

**President, Brighton Court Condo Association:** Leads a 37-unit residential community, overseeing property management, vendor contracts, and crisis response. Promotes safety, resilience, and transparent governance through collaboration.

**Partner, Rippowam Labs Makerspace:** Co-managed a creative workspace supporting technical and craft learning. Coordinated facilities, equipment maintenance, events, and teaching while fostering inclusive community culture.

## TOOLS AND SYSTEMS:

Microsoft Office Suite (PowerPoint, Excel, Access, Outlook, Word) • SharePoint • Microsoft 365 & Active Directory • RingCentral UCaaS • Adobe Creative Suite (Illustrator, Premiere Pro) • CRM Platforms • CAD Layout/Drafting • LucidChart

## EDUCATION:

**State University of New York**

**- Purchase, NY**

*Conservatory of Theatre Arts, Design/Technology*

*"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*