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