

RONALD C. MORSE

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OPERATIONS & INFRASTRUCTURE LEADER

I've led organizations through **growth, acquisitions, and industry shifts** while keeping operations reliable and teams empowered. Recognized for **scalable systems, seamless transitions, and cost savings**, I combine creative problem-solving with practical execution, jumping in where needed and refining processes until they last. I am most at home in **fast-changing organizations**, bringing foresight, discretion, and stability to every challenge.

CORE COMPETENCIES:

- Operations Management
- Business Administration
- IT & Infrastructure Leadership
- Facilities Oversight
- Vendor & Contract Management
- Project & Program Management
- Process Improvement & Documentation
- Executive & Team Support
- Technology Integration
- Training, Mentorship & Staff Development

"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

PROFESSIONAL EXPERIENCE:

Relation Insurance Services & Stamford Insurance Group - Stamford, CT

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

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.

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.

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.

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**.

"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

Conservatory of Theatre Arts, Design/Technology

- Purchase, NY