**Brett Baisley**

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I am a site reliability engineer at Morgan Stanley, where my current role is to improve the stability and reliability of our securities lending trading platform. I have good communication skills and can collaborate effectively with development and business teams. I have worked in various sized teams, as well as independently. I like to work on projects that help to solve complex problems.

**EXPERIENCE**

**Vice President, Reliability & Production Engineer** Jan 2014 - Present

Morgan Stanley, New York, NY

* Reduced manual TOIL by 30% by automating repetitive tasks in Python / Perl, working with development teams to prioritize bug fixes, and streamlined procedures.
* Reduced ticket volumes by an average of 25% YOY by identifying and fixing issues at the source.
* Managed incidents, participated in root cause analysis, and published blameless postmortems.
* Onboarded and integrated new applications, like PagerDuty, Apica, and AppDynamics.
* Prepared and delivered monthly presentations to senior management and development leads.
* Performed weekly change management reviews.
* Modernized operating procedures and constantly refreshed outdated documentation.

**Associate, Application Support Engineer** May 2008 - Jan 2014

Morgan Stanley, New York, NY

* Subject matter expert (SME) of ~50 applications spanning across 4 business units.
* Co-managed a 24/6 global support team, hired and trained staff.
* Automated all of our ready for business (RFB) checks using Selenium eliminating human toil.

**Senior Consultant, Application Support Engineer** Oct 2004 - May 2008

NTT Data, Halifax, NS

* Support team lead, reporting to both local/onsite and remote engagement managers.
* Ensured the entire team adhered to service level agreements (SLAs).
* Went from supporting a single application to ~20 with no additional headcount, by implementing standards, streamlining procedures and becoming more efficient.

**EDUCATION**

**Associate's Certificate - Information Technology Project Management** 2010 - 2012

*The George Washington University School of Business*

**Bachelor of Computer Science** 1998 - 2004

*University of New Brunswick, Fredericton, NB*

**SKILLS**

Windows, Linux, HTML, CSS, Javascript, Node.js, Python, Bash, SQL, Splunk, Autosys, ITIL, Project Management, Incident Management, Analytical, Splunk, Agile, DevOps

**LICENSES & CERTIFICATIONS**

**Site Reliability Engineering (SRE)** 2022

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