**Brett Baisley**

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Passionate Site Reliability Engineer with strong communication skills and a proven track record of automating and streamlining processes to enhance platform reliability. Experienced in collaborating with diverse teams and engaging technical communities. Eager to leverage my technical expertise and advocacy skills to drive developer engagement and support open-source innovation.

**EXPERIENCE**

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

Morgan Stanley, New York, NY

* **2024 GenAI Hackathon Project**: Developed an automation that leveraged a RAG chatbot to extract resolution steps from internal documentation and seamlessly integrated them into PagerDuty alerts, improving incident response efficiency.
* Reduced manual toil by 30% by automating repetitive tasks in Python, working with development teams to prioritize bug fixes, and streamlined procedures.
* Reduced incident ticket volumes by an average of 25% YOY by proactively identifying and fixing issues.
* Prepared and presented monthly updates to senior management and development leads.
* Wrote and maintained internal support documentation, including system architectures and issue resolutions.
* Interviewed, hired and mentored junior engineers on our team while promoting use of best practices.
* Actively engaged with cross-functional teams to advocate for developer-friendly solutions.
* Conduct weekly code reviews and approve production changes to client-facing trading systems.

**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 to become more efficient.

**EDUCATION**

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

*The George Washington University School of Business*

**Bachelor of Computer Science**

*University of New Brunswick, Fredericton, NB*

**SKILLS**

Windows, Linux, HTML, CSS, Javascript, React, Node.js, Python, Bash, Markdown, APIs, REST, SQL, Splunk, Autosys, ServiceNow, ITIL, Project Management, Incident Management, Analytical, Agile, DevOps, CI/CD, GitHub, Git, Grafana, OpenTelemetry, Prometheus, OpenAI

**LICENSES & CERTIFICATIONS**

**Site Reliability Engineering (SRE)**

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