

Support Engineering Manager and Senior Systems Engineer with 18 years experience managing large scale, time sensitive applications. I have a passion for helping clients, streamlining processes, and solving technical challenges in a demanding environment.

WORK EXPERIENCE

Morgan Stanley

New York, NY

Reliability & Production Engineering, Senior Manager

February 2018 - Present

- Lead and mentor a diverse team of client centric engineers supporting multiple revenue generating businesses - Securities Lending Trading, Capital Markets, Equity Research & Sales Distribution.
- Empowered Ops focused teams to “make things better” – Aligned team goals to business outcomes which resulted in a 99.99% availability for client facing applications and 40% reduction in manual toil.
- Built a strong partnership across Ops, Dev and Business leaders by hosting monthly stakeholder forums - topics include major incidents & key follow ups, KPI progress, addressing regulatory risk items and influencing new functionality.
- Drove multiple cross divisional projects to streamline key business processes – reduced lender onboarding time from 3 days to hours, migrated 500 hedge fund clients to new stock loan trading platform, automated readiness checks.
- Started the chaos engineering "War Games" initiative, which improved system resiliency and operational response for more than 50 applications.

Morgan Stanley

New York, NY

Customer Engineering & Application Support Manager

February 2011 – 01/2018

- Built out the first Production operations/engineering team supporting the Advisory & Sales distribution businesses.
- Implemented a robust Incident and Problem management process (ITIL) and built supportive tooling to manage high profile incidents.
- Improved incident & request MTTR and limited exposure to key person dependencies by driving the adoption of a formal knowledge management process & tool set.
- Led multiple best practices initiatives to outline standards for production readiness & onboarding procedures, risk control guidelines, change management & approval procedures.
- Partnered with multiple 3rd party vendors from contract negotiations to ongoing relationship management - ensuring appropriate SLAs are defined and adhered to.

Morgan Stanley

New York, NY

Application Developer & Systems Engineer

February 2006 – 01/2011

- Built & managed the firms equity IPO book building platform. Procured hardware, installed 3rd party software, network design and integration with firm reference data systems.
- Key contributor in the design of an evidence-based Research platform, that leveraged machine learning and data mining to provide investment recommendations to our clients.
- Key contributor in a first of its kind, options trading platform for Google employees.

Morgan Stanley

New York, NY

Multiple client facing and technical roles

April 2003 – Jan 2006

EDUCATION

Rutgers University

New Brunswick, NJ

BA, Economics w. Operations Research Concentration

SKILLS & INTERESTS

- **Skills:** Agile methodologies, recruiting, sales presentations, vendor management, process automation, Splunk, Grafana, Autosys batch, Perl & Python scripting, Java, Linux, TCP/IP network routing & load balancing, SQL.
- **Interests:** Vintage car mechanic, rowing & running, real estate investor, mountaineering, gardening & landscaping.