



Korey S. Mercier

Fractional COO/CIO | Advisor

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Schedule a meeting

Global Corporate Strategy | Digital Transformation Leader | Enterprise Architect | Security & Compliance Expert

Fueling rapid business growth and competitive advantage with innovative technology solutions and strong collaboration.

Business operations/technology strategist and servant leader with over 25 years of experience designing and building scalable solutions to complex business problems. Change agent with a history of collaboration across internal and external stakeholders to maximize business value within multiple industries and across departments. Combines technical acumen with leadership to build highly effective globally matrixed teams to align stakeholders, tackle business challenges, and generate trust. Compliance expert with proven experience navigating ambiguous and rapidly changing environments. Promotes an inspiring culture that fosters innovation and transparency, bridging the gap between technical and business professionals.

CORE STRENGTHS

- Executive Mentorship & Coaching
- Promoting Stakeholder Engagement
- Customer Experience Advocate
- Adopting Emerging Technologies
- Building High-Performing Teams
- Enterprise Systems Integration
- Business Process Optimization
- Mediation/Conflict Resolution
- Digital Transformation
- Change Management
- Product Development
- Agile Methodologies

PROFESSIONAL EXPERIENCE

KM Innovations, LLC ■ Blacksburg, VA (Remote)

Feb 2005 – Present

KM Innovations (KMi) is committed to supporting Startups and SMEs from \$1M to \$10M in annualized income and 13-130 employees.

Fractional COO/CIO, Advisor

- Services include global corporate and IT strategy, enterprise systems integration, business process optimization, digital transformation, team building, conflict resolution, and leadership consulting. Global-mobile and industry-agnostic, with experience in companies supporting energy, environment, technology, mental health, youth, or human services.
- Partners with clients in a fractional leadership role (COO/CIO/CTO), primarily:
 - Technology companies making a mark in their respective industries
 - Startups looking to adopt compliance-based business operations
 - Small businesses undergoing comprehensive digital transformation
 - Professional service firms looking to modernize their operations
 - SaaS/IaaS companies (B2B or B2C) lacking in Product expertise
 - Organizations looking to improve their corporate culture or security



Torc Robotics, Inc. ■ Blacksburg, VA

Jul 2019 – Aug 2022

Torc Robotics, an independent subsidiary of Daimler Trucks, is commercializing self-driving trucks to up-end the freight industry.

Senior Director of IT and Security (CIO/CISO equivalent)

- Orchestrated all aspects of IT, physical and cyber security, and data privacy compliance in the US and internationally.
- Launched a global organization of IT and Security/GRC (Governance, Risk Management, and Compliance) professionals across five offices in the United States and Germany. Facilitated the establishment/expansion of all Torc facilities and three data centers (Equinix), growing its network from 100 Mbps to over 200 Gbps in total throughput in three years.
- Maintained a \$12M/year budget with less than 5% variance while supporting a 500% growth rate during the pandemic.
- Collaborated with Finance, People Operations, Marketing, Legal, Quality, and Facilities to implement numerous business process improvements in support of the company's growth initiatives and investor activities, using Jira, Workday, and SAP.
- Coordinated with colleagues in Stuttgart, Germany to establish Torc Europe in compliance with GDPR and IFRS.
- Established IT and Security policies and controls modeled on ISO/IEC 27001 using Agile methodologies (Kanban/SAFe).
- Overhauled Identity and Access Management (IAM) with Okta/Duo/AAD, ERP/HCM systems, and VMware infrastructure.



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FoxGuard Solutions, Inc. ▪ Christiansburg, VA

Oct 2014 – Jun 2019

FoxGuard develops cyber security, compliance, and industrial computing solutions for critical infrastructure environments, including energy.

Director of IT and Security Operations (CIO/CISO equivalent)

- Owned the strategy and execution of corporate IT, security, software engineering, and Security BU product operations.
- Overhauled physical and cyber security programs, leading FoxGuard through its first ISO/IEC 27001:2013 certification as its Lead Auditor, required by its flagship OEM customer in support of their NERC CIP (FERC, DOE) compliance program.
- Collaborated with Marketing, Finance, and HR to rebrand/replace the website, CRM, DMS, and HRMS with SaaS solutions.
- Reduced annual recurring IT costs by over \$40k in the first year alone by renegotiating or replacing established contracts.
- Recruited 38% of Security business unit across multiple teams, including Software/Systems/DevOps Engineers, Systems Administrators, and Managers. Mentored leaders responsible for R&D, Operations, Customer Support, and Field Services.

Rackspace, Inc. ▪ Blacksburg, VA

Oct 2005 – Sep 2014

Rackspace is a leading provider of managed cloud solutions across the globe, headquartered in San Antonio, TX.

Chief Systems Architect and Senior Technology Strategist (Nov 2011 – Sep 2014)

- Designed a comprehensive future-state SaaS architecture (SOA) to support revenue growth and increased speed to market.
- Coordinated with engineers across the country to integrate multiple Cloud Office billing systems to meet PCI compliance.
- Presented regularly at customer conferences and recruiting events, as both a technical resource and culture advocate.
- Championed Security initiatives across the product line and functioned as Product Manager to resolve identified risks.
- Performed technical assessments of corporate acquisition candidates to support business development.

Senior Manager of Engineering, Rackspace Email (Sep 2007 – Nov 2011)

- Directed all product development and operations for Rackspace Email, the core of the Cloud Office product line.
- Led the integration of Linux and Microsoft Exchange email platforms, including all organizational and technical aspects.
- Recruited over 150 employees across three US offices, and established operations teams in Texas to support all products.
- Earned the Impact of the Month Award for leading a security incident response team to redesign critical systems in one weekend, and the Founders Award for integration efforts following the acquisition of Webmail.us by Rackspace.

Systems Engineering Manager, Webmail.us (Oct 2005 – Sep 2007)

- Recruited and mentored a team of systems engineers to develop and scale its email platform and operational procedures from 125,000 mailboxes to over 1 million in the two years leading up to its acquisition by Rackspace in 2007.
- Developed innovative cloud-based solutions using Rackspace and Amazon Web Services (AWS) as early adopters.
- Spearheaded solutions to orchestrate data layer and network routing across a multi-site production environment.

EDUCATION AND CREDENTIALS

Master of Business Administration (MBA) ▪ Virginia Tech, Pamplin College of Business

Bachelor of Computer Science (BS) ▪ Virginia Tech – Blacksburg, VA

Negotiation Professional Certificate ▪ American Negotiation Institute

2024 – Present

ISO/IEC 27001:2013 Lead Auditor ▪ BSI Group, Information Security Management

2016 – Present

VOLUNTEER EXPERIENCE AND AFFILIATIONS

Social and Advisory Group for Entrepreneurs (SAGE) ▪ Advisor, Innosphere Ventures

2024 – Present

Roanoke-Blacksburg Technology Council (RBTC) ▪ Member, Cyber Security Forum

2001 – Present

Boy Scouts of America (BSA) ▪ Troop Committee Chair, Scoutmaster, Cubmaster

2010 – 2022

▪ Instructor at Wood Badge – Advanced Leadership Training for Adult Scouters

2013 – 2018

Blacksburg Electronic Village (BEV) ▪ Board Member, Blacksburg Broadband Vision Task Force

2011 – 2015

Messaging, Malware, and Mobile Anti-Abuse Working Group (M³AAWG) ▪ Member

2011 – 2014

▪ Presenter at 23rd Meeting in Paris, 2011 – Topic: *Email Abuse from the Cloud*