

Brian Mercier

Columbus, Ohio

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Operations analyst who builds the tooling instead of waiting for it. Three years in enterprise facilities operations at CBRE, brokering trade proposals and change orders in fmPilot, Fexa and Corrigo against client SLAs, on top of two decades spanning building systems maintenance, survey crew leadership, enterprise technical support at Apple, and ownership of both a construction company and an IT repair business. Anthropic Claude certified, with self-built production systems in daily service: a Node/SQLite operations hub deployed on a managed VPS, Google Workspace automation, and multi-stage agent workflows built with Claude Code. Comfortable between the people doing the work and the system that tracks it, having worked both ends.

Core Competencies

- **Facilities Operations:** Work-order lifecycle management, proposal and change-order review, cost brokering, SLA compliance, service-provider and vendor coordination. fmPilot, Fexa, Corrigo.
- **AI Workflow Development:** Claude Code (custom skills, subagents, MCP servers, hooks, scheduled agents), LLM API integration, prompt architecture, multi-stage document and research pipelines. Anthropic Claude certified.
- **Process Automation:** JavaScript/Node.js, Google Apps Script, SQL/SQLite, Python, Bash/PowerShell. Builds and maintains the automation around an operational workflow end to end.
- **Project Management:** Concurrent construction and remodeling projects, subcontractor oversight, estimating and cost control, onsite inspection, regulatory and code compliance.
- **Technical Support and Service Delivery:** Enterprise remote troubleshooting, service-provider scheduling and escalation, warranty and replacement authority. Apple Certified Mac and iOS Technician.
- **Building Systems and Field Operations:** Chillers, boilers, generators, pumps and air handlers; survey crew supervision, spatial data collection, AutoCAD and Autodesk Land Development.

Professional Experience

- **CBRE** **Ohio (remote)**
Operations Management Analyst *2023-Present*
 - Review and broker costs of trade-related proposals and change orders for repair and replacement in fmPilot; submit and track through Fexa and Corrigo.
 - Guide service providers and their technicians on specific work orders to complete repairs within client SLA windows, across a national portfolio.
 - Serve as client-vendor liaison across the full work-order lifecycle.
 - Analyze category performance and financials; support vendors and supply chain counterparts.
 - Self-directed focus on AI-assisted workflow development and what it takes for field teams to actually adopt it.
- **TLC Ohio, Ltd** **Londonderry, OH**
Chief Executive Officer *2018-2023*
 - Owned strategy, operations, compliance and P&L for a construction and property services company.
 - Estimating, service-provider coordination, onsite performance inspections, billing and payouts across concurrent projects.
 - Client and stakeholder relations; business development.
- **Atlas Property Solutions** **New Albany, OH**
Project Manager *2013-2018*
 - Subcontractor oversight and onsite performance inspections keeping property projects on scope and on schedule.
 - Client liaison; reviewed estimates and coordinated service providers.
 - Ensured compliance with local regulations and industry standards.

- **Apple, Inc.** **Cupertino, CA (remote)**
Senior Technical Specialist, AppleCare Division *2010-2013*
 - Remote troubleshooting of desktop and server issues for large businesses and educational institutions worldwide.
 - Scheduled and followed up service providers on break-fix desktop and server repairs.
 - Final point of contact for warranty and replacement decisions.
- **New Albany PC Repair** **New Albany, OH**
Founder / CEO *2006-2010*
 - Founded and ran desktop and server repair for homes and businesses, extending into small-business networking and custom security installations.
 - Clients included Days Inn, Columbus Controls Inc. and Atlas Title Solutions.
- **Ohio Dept. of Natural Resources, Division of Engineering** **Columbus, OH**
Survey Technician 3 *2003-2006*
 - Supervised and trained survey crews collecting spatial data for construction projects and natural-resource boundaries.
 - Produced calculations, maps and site plans in Calyx and Autodesk Land Development.
- **Team Fishel** **Columbus, OH**
Survey Technician / Crew Chief *2000-2003*
 - Led crews collecting spatial data for rights-of-way, utility easements and telecom construction, including DUB-Link.
 - Topographic maps and site plans in AutoCAD for roadway and utility staking.

Earlier Experience

- **Survey Crew Chief**, Canter Surveying (1999-2000) – topographic data for every railway crossing corridor statewide, for the Ohio Rail Development Commission.
- **Corpsmember**, ODNR Civilian Conservation (1995-1997) – supervised crews renovating the historic Stuart's Opera House; designed and installed facilities renovation projects at the Zaleski CCC facility.
- **Shift Engineer**, Hyatt Corporation (1990-1995) – maintained building systems for a 400-room luxury hotel: chillers, boilers, generators, pumps, air handlers and kitchen systems.

Independent Projects

- **FoxOS** – AI-orchestrated operations hub and CRM. Node/SQLite service deployed on a managed VPS behind Coolify, with a Google Apps Script bridge to Workspace and a command-line client. Built, deployed and operated solo, including persistence, backup and monitoring.
- **Staged AI workflow pipelines** – multi-stage research and production workspaces built on the open-source ICM methodology (Van Clief & McDermott), covering audit, delivery and long-form production.
- **MatterDesk** – legal matter management application on the same Node/SQLite stack.
- **Fox Budget** – self-hosted budgeting web application with persistence separated from the deploy path.
- **AEOfox** – AI marketing and consulting practice for local service businesses, including a live site auditing tool.

Full write-ups and live links at brianmercier.com.

Education

- **Hocking College** **Nelsonville, OH**
A.A.S. Geographic Information Systems and A.A.S. Global Positioning Systems *1996-1999*
 Graduated with honors, Dean's List throughout. GPA 3.6. Coursework in drafting/CADD, surveying and mapping, work team development, supervision and leadership, and technical writing.

Certifications

- **Anthropic** – Claude certification (2026)
- **ACMT** – Apple Certified Mac Technician (2011)
- **ACiT** – Apple Certified iOS Technician (2011)
- **Knox County Career Center** – Carpenter certification (1990)