SCOTT MERCER

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SUMMARY

Customer-centric Solutions Engineer with 8+ years of experience bridging technical value and business impact. Proven track record leading pre-sales engagements, designing PoCs, and driving post-sale adoption in enterprise and government environments. Recognized for accelerating deal velocity, improving customer retention, and building scalable processes across GTM teams.

EXPERIENCE

Sr. Systems Engineer | February 2025 - Present
Corellium | *Encinitas, CA*

Acting as a key technical partner in the sales cycle, I lead high-impact product demonstrations, proof-of-concepts, and technical validations to accelerate deal velocity and support enterprise adoption of Corellium's mobile security platform.

- Drove technical strategy for 60+ pre-sales engagements, contributing to increased win rates across enterprise markets.
- Designed and delivered tailored PoCs aligned to customer objectives, shortening sales cycles and influencing multi-year contracts.
- Partnered with sales to develop compelling technical narratives and ROI-driven positioning, improving client engagement and technical closure rates.
- Built internal tooling and test automation using Corellium APIs to streamline PoC execution and reduce validation time by 50%.

Sr. Solutions Architect | February 2024 - February 2025
Quokka | *Encinitas, CA*

As the first Solutions Architect hire at Quokka, I spearheaded the development and implementation of foundational pre-sales processes, driving a structured approach to client engagements.

- Supported over 50+ pre-sales engagements annually, driving a 20% increase in deal win rates.
- Boosted conversion rates by 15% through tailored proof-of-concepts for high-profile clients.
- Enhanced technical sales pitches in partnership with sales teams, achieving a 30% improvement in client engagement.

Customer Success & Solutions Engineering | March 2020 – February 2024
HeadSpin | *Sunnyvale, CA*

Sr. Director, Customer Success | December 2021 – February 2024
Promoted to scale global customer success and support teams to manage the entire post sales life-cycle for enterprise accounts. Developed and scaled HeadSpins CX organization by building and structuring teams to support the organization's goals and objectives.

- Led a 15-member support team, scaling it to 35 within the first year, improving CX operations by 50%.
- Enhanced customer satisfaction through revamped support workflows, ensuring efficient issue resolution.
- Transformed legacy systems for operational and reporting efficiency, boosting productivity.

Director, Customer Success | July 2021 - December 2021
Hand-selected to build an enterprise team to manage the company's strategic and high-revenue accounts. Instilled leadership, vision, and implemented customer success processes, systems, and KPIs to drive goal alignment.

- Implemented strategic retention forecasting, leading to a 2% increase in renewal rates within the first two quarters.

- Achieved $8M revenue growth through strategic team development and securing expansion deals.
- Orchestrated the transition of accounts from pre-sales to post-sales via a comprehensive CSM framework.

Sr. Manager, Customer Success Engineering February 2021 - July 2021

Built overall Customer Success Management motion, highlighting products, and capabilities to complement customer journeys based on business objectives.

- Expanded HeadSpin's market footprint by 20% through effective customer implementation processes.
- Reduced implementation timelines by 15% via optimized project management strategies.

Customer Success Engineer March 2020 - February 2021

One of two Customer Success engineers based in the US with responsibility for 100% of technical sales, support and consultation.

- Enhanced onboarding efficiency, decreasing time to value by 25%.
- Collaborated cross-functionally to advocate for client needs, significantly reducing implementation times.

Solutions Engineer March 2018 - March 2020
Wipro *Palo Alto, CA*

Technical lead driving rapid prototyping on emerging technologies for enterprise businesses.

- Conceptualized, planned, and hosted immersive showcases for C-level client visits
- Spearheaded POC development for client co-innovation, collaborating with industry stakeholders.

SKILLS

Programming	Python, Java, JavaScript, Shell, Bash, MySQL, Postgres
Backend	Amazon Web Services(AWS), Google Cloud Platform(GCP), Microsoft Azure
Technologies	Jenkins, Azure DevOps, Circle CI, Git, REST APIs, Appium, Selenium
Analytical Tools	Grafana, Power BI
Networking/Security	TCP/IP, IPv6, VPN, DNS, Routing, Firewalls, Burp Suite
Program Management	SDLC, Jira, Agile, CRM

EDUCATION

Bachelor of Science, Computer Engineering, University of Texas Rio Grande Valley	2014 - 2018
Associate of Arts, General Studies, Cabrillo College	2012 - 2014