

James Merlo, PhD

Vice President and Director of Reliability Risk Management

James Merlo is the vice president and director of Reliability Risk Management at NERC. Dr. Merlo, who joined NERC in July 2011, works with the Electric Reliability Organization to promote the understanding and learning from events and occurrences that are experienced on the bulk power system, assess the industry status and needs with regard to human performance challenges affecting bulk power system reliability, and provide world-class training for ERO staff and industry. In this role, he identifies opportunities and methods for improvement based on proven methods from other industries, and develops and promotes industry-wide sharing and collaboration to improve human performance components of bulk power system reliability.

Dr. Merlo served in a variety of leadership roles in the U.S. Army including combat tours in Desert Storm and Operation Iraqi Freedom. Notably, he served as a deputy brigade commander in Baghdad, Iraq from 2004 to 2005 and as an assistant professor and program director at the U.S. Military Academy.

Dr. Merlo earned a bachelor's degree in Human Factors Psychology from the U.S. Military Academy, a master's degree in Engineering Psychology from the University of Illinois, and a doctorate in Applied Experimental and Human Factors Psychology from the University of Central Florida. He is the author of more than 50 publications and book chapters on the subjects of human factors engineering and human performance.