About Us…

Kathleen Merrill is a seasoned leader with a remarkable 40-year career in the travel industry, including 20 transformative years at Southwest Airlines. As the Senior Vice President of Technology (CIO), Kathleen spearheaded some of the company’s most significant technological and strategic transformations, helping Southwest Airlines stay at the forefront of innovation in the competitive travel market. Her work bridged the gap between business strategy and technology, driving measurable success and resilience.

With expertise in Leadership, Mentorship, Technology Strategy, and Digital Transformation, Kathleen is passionate about empowering IT leaders to forge stronger connections between their technology teams and business goals. Her approach is rooted in a belief that technology is not just a tool but a catalyst for growth, collaboration, and innovation.

Now, through KMerrill Consulting, Kathleen shares her wealth of knowledge and experience to help organizations thrive in an ever-evolving digital landscape. She understands the challenges IT leaders face and is dedicated to guiding them in building impactful strategies that drive sustainable growth.

If you’re ready to take your IT strategy to new heights, Kathleen invites you to connect and start the journey toward transformative success.

At KMerrill Consulting, we don’t just help organizations adapt to change—we help them lead it. Together, we can create a future where technology and business work seamlessly to achieve extraordinary outcomes.

I have enjoyed working for Kathleen over more than a decade in her different roles at Southwest Airlines including as  Senior Vice President and Chief Information Officer at Southwest Airlines.

**Testimonials….**

Kathleen is a decisive and fair leader who exemplifies strength, wisdom, and empathy. She always possesses a clear vision for the future and is willing to make bold decisions which are grounded in data, expertise, and intuition while remaining open to diverse perspectives.

Kathleen’s leadership style fosters an inclusive environment where every voice matters, empowering her team to excel and innovate. She was able to balance ambition with humanity and succeeded in prioritizing the well-being of her people, ensuring they feel valued and supported.

In times of uncertainty her unwavering confidence and fairness inspire trust, driving the organization forward with resilience and integrity.

*Richard Clarke, CEO T2RL*

**Services offered...**

**Leadership Mentorship**

* Personalized coaching for IT leaders to develop strategic decision-making, emotional intelligence, and resilience.
* Mentorship programs for aspiring technology leaders to prepare for executive roles.
* Guidance on navigating organizational politics and fostering cross-department collaboration.

**Technology Strategy Development**

* Creating IT strategies aligned with overall business goals.
* Advising on IT infrastructure modernization and innovation.
* Strategic roadmaps for implementing emerging technologies like AI, cloud computing, and data analytics.
* Cost optimization and resource allocation strategies for IT departments.

**Digital Transformation Consulting**

* Assessing current digital maturity and identifying opportunities for improvement.
* Designing and implementing digital transformation initiatives, including agile methodologies and DevOps practices.
* Change management strategies to ensure smooth transitions during digital projects.
* Evaluating and integrating tools and platforms to enhance operational efficiency and customer experience.

**IT-Business Partnership Development**

* Workshops and training sessions to strengthen collaboration between IT and business units.
* Building governance frameworks for seamless communication and decision-making.
* Helping organizations adopt a value-driven approach to IT investments.

**Organizational Change Management**

* Strategies for fostering a culture of adaptability and innovation.
* Communication frameworks for large-scale IT or organizational changes.
* Leadership training for managing resistance and inspiring teams.

**Program and Project Oversight**

* Independent oversight of complex IT programs to ensure alignment with objectives and timelines.
* Risk assessment and mitigation for major technology initiatives.
* Advising on vendor selection, negotiation, and management for large IT projects.

**Advisory Services for CIOs and IT Executives**

* Strategic guidance tailored to CIOs and senior IT leaders.
* Support with board presentations, executive communication, and influencing stakeholders.
* Guidance on talent development and succession planning within IT teams.