

Christian Merkel

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VP IT

SVP IT

CIO

Chief Information Officer

Sr. Director, Global IT · GoTo Technologies (fmr. LogMeIn / Citrix) · 2021–Present

Global IT executive with 20+ years of P&L-accountable technology leadership. Builds and scales high-performing technology organizations across M&A cycles, security crises, and growth phases — Americas, EMEA, and APAC. Equally fluent in board-level strategy and operational execution.

\$15M+

Technology Portfolio Owned

100+

Global Team Members Led

40+

Countries in Scope

6

M&A Integrations & Carve-Outs

10 days

COVID Remote Deployment

60 days

M&A IT Separation

28%

AI Ticket Deflection

+25 pts

IT NPS Improvement

SELECTED IMPACT

LastPass Security Breach Response — Acting CIO

Crisis Leadership · Board Engagement · M&A Execution

No CIO in seat during the 2022 LastPass breach. Coordinated containment with Mandiant forensic teams, briefed board-level stakeholders, and separated IT across 30+ countries in under 60 days.

< 60-day separation · 30+ countries · board liaison · Mandiant coordination

Global Zero Trust Transformation — 3,500+ Endpoints

Security Architecture · Change Management · Zscaler · Vendor Governance

Deployed Zero Trust architecture across 40 countries. 100% VPN dependency eliminated. Zero productivity disruption. Executed alongside full infrastructure modernisation at scale.

3,500+ endpoints · 40 countries · 100% VPN retirement · zero disruption

AI-Enabled IT Operations — Tech-E & GoPilots Innovation Framework

Automation · IT Operating Model · Product Partnership · ITSM Transformation

Built GoTo's internal AI assistant (Tech-E): 28% Tier 1 deflection, +12pts CSAT. Formalized Corp IT as Customer Zero for GoToResolve — 233 submissions, 46–57% product-integrated.

28% deflection · +12pts CSAT · 233 submissions · Customer Zero

6 M&A Integrations & Carve-Outs — Repeatable at Scale

M&A IT Strategy · Infrastructure Separation · Playbook Design · Global Execution

Led IT across every major transaction including Citrix→GetGo spin-off, GetGo→LogMeIn merger, Bold360 divestiture, LastPass carve-out. Built the Infrastructure Autonomy Playbook — pre-decided answers used across every deal.

6 transactions · 30+ countries · Infrastructure Autonomy Playbook

EXPERTISE & CREDENTIALS

- Zero Trust & Cybersecurity Architecture
- AI-Enabled IT Operations & ITSM Transformation
- M&A IT Integration & Carve-Out Execution
- Enterprise Digital Workplace at Scale
- Global Infrastructure & Network Modernization
- IT P&L Management — \$15M+ Portfolio
- IT Strategy, Roadmap & Operating Model Design
- Executive Team Building & Org Design
- SOX · ISO 27001 · GDPR Certified DPO
- Prosci® Certified Change Practitioner
- Bilingual: English / German

INDUSTRY RECOGNITION

Gartner / Evanta

FL CIO & CISO Inner Circle · 2 consecutive years

IDC TechTalk Summit

Executive Roundtable · AI & IT Strategy

Francisco Partners / LogMeIn

Fireside: The Future of IT Leadership

HDI — Industry Panelist

Building IT's Business Narrative · 2024

LSZ Group / Strategy Insights

European IT Executive Forums (DE)

GoTo Blog

Executive Profile — Inside Look Into an IT Team