

# KD KING

## CAPABILITIES STATEMENT: RUNBOOK STANDARDIZATION & SUPPORT OPTIMIZATION

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### SUMMARY

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**IT Support and Process Improvement Leader** with over 15 years of experience optimizing internal tools, support operations, and support workflows. Proven ability to lead global teams, reduce delays, and implement scalable, data-driven solutions. Lean Six Sigma Yellow Belt with hands-on experience in root cause analysis, workflow redesign, and cross-team enablement strategies that improve resolution efficiency and support quality.

### CORE CAPABILITIES

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Incident Management & Root Cause Analysis | Tiered Support Enablement & Training | Runbook Ownership | Documentation & Support Enablement | Support Process Optimization | Ticketing & Support Systems (ServiceNow, Internal DBs) | Cross-Functional Communication

### FEATURED PROJECT:

#### CHAOS TO CLARITY: STANDARDIZING ESCALATIONS FOR SUPPORT EFFICIENCY

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#### CHALLENGE

Customer Support frequently escalated tickets to Application Support without basic troubleshooting or critical client details. This led to delays—even for simple issues like login or access errors—and frustrated clients. Escalations often lacked required context, forcing back-and-forth between teams and re-interviews with the client.

#### ACTION

Identified a systemic pattern of premature escalations through incident ticket analysis. **Led a cross-functional initiative** with Incident Management to establish a centralized runbook that enforced clear escalation standards. **Defined runbook structure, content strategy, and use-case prioritization**, ensuring it covered:

- Required steps before escalation
- Critical ticket details for each scenario
- Troubleshooting guides for high-frequency issues

Directed a targeted rollout with lightweight training and integrated the runbook into the support process using **built-in compliance triggers** (e.g., redirecting incomplete tickets). Established a feedback loop with Customer Support and Application Support to ensure the runbook remained a living document aligned with emerging issues.

#### RESULT

Institutionalized a shared knowledge framework that cut unnecessary L2 escalations by ~85% for common issues like login and access errors. The new process **reduced resolution time by eliminating repeated handoffs**, empowered Customer Support to resolve independently, and increased ticket quality. The runbook became the **standard reference integrated into daily operations**, now maintained by Application Support as part of a broader knowledge governance strategy.

### TOOLS & METHODS USED

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ServiceNow | Runbook Development & Governance | Training | Documentation Handoff | Cross-Team Collaboration | Stakeholder Alignment

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## CAPABILITIES STATEMENT: PROCESS IMPROVEMENT

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### SUMMARY

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**IT Support and Process Improvement Leader** with over 15 years of experience optimizing internal tools, support operations, and support workflows. Proven ability to lead global teams, reduce delays, and implement scalable, data driven solutions. Lean Six Sigma Yellow Belt with hands on experience in root cause analysis, workflows redesign, and enablement strategies that drive measurable growth.

### CORE CAPABILITIES

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Process Optimization & Workflow | IT Support Operations | Incident Management | Training & Enablement | Documentation & Knowledge Management | Ticket Trend Analysis | Root Cause Identification | Agile Collaboration | Structured Data Workflow Design | Automation | Stakeholder Communication | Cross-Team Collaboration | Change Management (SNOW SOX Compliance)

### FEATURED PROJECT:

*FROM BOTTLENECK TO BREAKTHROUGH: ELIMINATING PROCESS WASTE*

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#### CHALLENGE

A manual request ticket process for employee transitions (Joiners, Movers, and Leavers) took 45 minutes per user—creating onboarding delays, significant backlogs, operational bottlenecks, and diverting global support resources from higher-priority incidents.

#### ACTION

Mapped current-state processes, identified manual bottlenecks, and implemented macro-driven automation to streamline execution. Created structured documentation and delivered training to drive global adoption. Coordinated sprint cycles and feedback loops using Agile principles to ensure iterative improvement and cross-regional alignment.

#### RESULT

The optimized request ticket process **reduced processing time by over 90%**, cutting effort from 45 minutes to under 5 minutes per user. This improvement streamlined onboarding for new hires, eliminated repeat bottlenecks, and enabled global support teams to focus on incident response and higher-priority work without backlog buildup. The workflow was adopted across global support regions (EMEA, APAC, Americas) for consistent execution.

### TOOLS & METHODS USED

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ServiceNow | Excel | Bitbucket | Agile Springs & Feedback Loops | Process Automation | Lean Six Sigma | Documentation Development | Global Training Rollout

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## CAPABILITIES STATEMENT: TRAINING & KNOWLEDGE ENABLEMENT

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### SUMMARY

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**Training and Knowledge Enablement Leader** with 15+ years of experience designing scalable learning systems and structured documentation strategies that elevate frontline capability and reduce Tier 2 dependency. Proven ability to translate recurring support issues into embedded, self-service knowledge and targeted learning that improve speed, accuracy, and team confidence. Known for leading programs that align global teams, reinforce ownership, and transform training from one-time events into continuous, role-based enablement.

### CORE CAPABILITIES

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Training Program Design | Tiered Support Enablement | Knowledge Strategy & Self-Service Enablement | Root Cause → Training Feedback Loop | Cross-Functional Coaching | Stakeholder Training Delivery | Knowledge Lifecycle Management | Workflow Adoption & Change Reinforcement

### FEATURED PROJECT:

*Resolution Starts Here: Empowering L1 Through Training & Documentation*

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### CHALLENGE

Service Desk teams frequently escalated tickets to Application Support without understanding what issues fell within their scope. In the absence of formal ownership boundaries, documentation, or enablement, analysts defaulted to escalation—creating assignment loops, overloading Tier 2, and delaying resolution for clients. These patterns revealed a systemic training and knowledge gap that prevented Tier 1 from operating with confidence or efficiency, even for common, low-complexity issues.

### ACTION

Identified a systemic escalation pattern through ticket analysis and led a focused initiative to close the Tier 1 knowledge gap. Directed my team to track and analyze Service Desk submissions, surfacing recurring ownership and training failures. Engaged with Service Desk leadership across regions to confirm the absence of documentation and formal enablement as core contributors to the confusion.

Designed a structured, discussion-driven training session to clarify ownership boundaries, reduce misroutes, and address real-world examples surfaced during rollout. Iteratively refined the training into a centralized reference guide—formally handed off to the Service Desk as a scalable, long-term enablement resource embedded into their onboarding and workflow.

### RESULT

Escalations for misassigned issues dropped significantly following the rollout, with Tier 1 analysts demonstrating improved ownership clarity and reduced reliance on Tier 2. The reference guide became the team's default resource for real-time support decisions, embedding knowledge directly into their workflow. This shift enabled faster resolution for common issues, reduced assignment loops, and established a sustainable knowledge model that empowered Tier 1 to operate more independently at scale.

### TOOLS & METHODS USED

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ServiceNow | Excel (ticket review & pattern analysis) | PowerPoint (Training Deck and Reference Guide) | Discussion-based training delivery | Global Stakeholder Communication | Knowledge Transfer | Enablement Ownership Transition