

Kimberly D. King

Incident & Problem Management Lead

Driving root cause elimination, incident prevention, and service reliability across global operations.

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Building and governing ITSM processes—incident, problem, change, and knowledge management—across globally distributed teams to drive service reliability, compliance, and continuous improvement.

ITIL-certified ITSM professional with over a decade of experience establishing incident, problem, change, and knowledge management frameworks within enterprise IT operations. De facto Incident Manager who coordinated major incident response across global teams, maintained a Known Error Database (KEDB), and designed proactive problem management interventions achieving an 85% reduction in escalations. Lean Six Sigma practitioner applying root cause analysis, CAPA, and Pareto-driven methodology to build SOX-compliant change governance and scalable self-service knowledge strategies.

Areas of Expertise

Incident Management | Major Incident Management | Problem Management | Root Cause Analysis (RCA) | Known Error Database (KEDB) | Corrective & Preventive Action (CAPA) | Change Management | SOX Compliance | Knowledge Management | Knowledge-Centered Service (KCS) | Service Request Management | Access Management (IAM/RBAC) | SLA Management | Lean Six Sigma | Continuous Process Improvement | Cross-Functional Team Collaboration | Requirements Gathering & Analysis | Training, Mentoring & Development | Project Coordination

Technical Proficiencies

ServiceNow | Confluence | Jira | Microsoft 365 (Excel, PowerQuery, Word, Access with Macros, PowerPoint, Teams, SharePoint) | Google Workspace (Sheets, Slides, Forms, Looker, Sites, Apps Script, Docs, Keep) | SQL | PowerBI | Salesforce | N8N

Career Experience

Wood Mackenzie – Houston, TX

Jun 2014 – Sep 2024

Application Support Team Lead & Process Improvement Manager

Led ITSM process development and incident operations for a global team supporting enterprise data, analytics, and SaaS platforms across EMEA, APAC, and the Americas.

Incident Management & Major Incident Response

De facto Incident Manager who established the global incident framework, coordinated major incident response, and designed scalable incident training.

- **Established the end-to-end incident management framework**, authoring the Incident Goalie Complete Guide covering monitoring, triage, investigation methodology, and escalation criteria for global team use.
- **Coordinated major incident response** for client product outages and third-party vendor failures (AWS, Cloudflare), managing bridge calls, Jira ticket creation, priority escalation, and business-wide communications.
- **Designed and delivered a formal Incident Training Program** covering incident definitions, communication standards, and investigation methodology, scaling delivery across Americas and EMEA.
- **Monitored Pingdom alerts and publishing queues** during critical periods, proactively implementing restart processes to prevent major incidents before client-facing impact.

Problem Management & Root Cause Analysis

Owned proactive problem identification, root cause analysis, and CAPA cycles to reduce recurring incidents and drive permanent resolution.

- **Conducted Pareto-style analysis** on escalation data revealing 60% of incidents originated from a single region; designed a targeted corrective intervention achieving an 85% reduction in L2 escalations.
- **Built and maintained a Known Error Database (KEDB)** documenting 20+ known errors in Confluence with structured entries including root cause analysis, scenarios, workarounds, and linked tickets.
- **Executed full CAPA cycles**, pairing immediate corrective actions (targeted training, compliance enforcement) with preventive controls (L1 Support Guide, validation tools) to sustain long-term improvements.
- **Applied FMEA-adjacent failure mode anticipation** to the quarterly Cut process, designing contingency protocols and reducing system lockout time by over 90% through dependency mapping and process resequencing.

Change Management & Compliance

Served as the team's change management champion, enforcing SOX compliance and standardizing change documentation across all direct database operations.

- **Standardized SOX-compliant change ticket documentation** for direct database updates, creating templates for pre-approved changes and JML-specific variations, and training the team on compliance requirements.
- **Enforced change management governance** by spot-auditing database activity against submitted change tickets, issuing corrective actions for non-compliance, and escalating repeat issues to management.
- **Collaborated with the Change Advisory Board (CAB)** during ServiceNow adoption and for application-specific changes, aligning processes with enterprise audit standards.
- **Defined and enforced a 72-hour SLA** for complex post-product-retirement processing, managing change ticket requirements and communicating turnaround targets to global stakeholders.

Knowledge Management & Service Enablement

Governed KB operations and self-service strategy across ServiceNow (external) and Confluence (internal), authoring 100+ articles and driving data-informed content decisions.

- **Led a data-driven KB self-service evaluation**, tracking usage metrics and user feedback to recommend retiring ineffective video content in favor of topical, image-based written articles aligned with user behavior.
- **Authored 100+ KB articles, SOPs, and playbooks** spanning incident playbooks, process documentation, troubleshooting guides, and escalation matrices across ServiceNow and Confluence.
- **Governed designated KB sections independently**, running expiration reports, conducting link audits, routing articles to SMEs for review, and notifying external teams of expired or broken content.
- **Conceptualized and architected the Customer Support playbook**, defining scope for investigation guidance, triage steps, information-gathering standards, and ticket submission requirements.

Self-Employed Consultant

2015 – Present

Advise small businesses and nonprofits on operational process improvement, workflow design, and technology adoption.

- **Designed an automated intake triage and routing workflow** using N8N, integrating rule-based classification and conditional routing mirroring incident/service request prioritization—reducing manual review time by 70–85%.
- **Served as primary operational liaison** managing multiple vendor relationships, coordinating quality assurance, driving scope adjustments, and translating technical details for executive leadership.
- **Facilitated professional development workshops** for industry organizations, designing structured methodologies and scalable instructional content for diverse audiences.

Education & Certifications

ITIL Certificate, IT Service Management | Lean Six Sigma Yellow Belt (Green Belt in progress)