

Kimberly D. King

IT Project & Product Operations Lead

Delivering complex IT projects and managing internal product lifecycles from concept through global adoption.

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Project and Product Operations Leader with over a decade of experience delivering complex IT initiatives, managing internal product lifecycles, and driving Agile execution across globally distributed teams.

Proven ability to own projects end-to-end—from business case development and sprint facilitation through UAT, global rollout, and formal handoff. Manages internal tools as products with defined lifecycles, enhancement backlogs, and data-driven iteration. Combines Agile methodology, ITIL foundation, and Lean Six Sigma framework experience with deep stakeholder management skills to bridge technical execution and business outcomes. Equally effective leading enterprise transformations and delivering independent consulting engagements.

Areas of Expertise

Project Lifecycle Management | Agile/Scrum Methodology | Sprint Planning & Facilitation | Product Operations & Lifecycle Ownership | Backlog Management & Feature Prioritization | Business Case Development | Requirements Gathering & Documentation | UAT & Validation | Stakeholder Management | Cross-Functional Coordination | Vendor Management | Risk Management | Change Management | Global Team Coordination | Documentation & Knowledge Management | Data-Driven Decision-Making

Technical Proficiencies

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

Career Experience

Wood Mackenzie – Houston, TX

Jun 2014 – Sep 2024

Application Support Team Lead & Process Improvement Manager

Led project delivery, product operations, and process improvement initiatives across global teams supporting enterprise data, analytics, and SaaS platforms.

Project Delivery & Agile Execution

Owned complex, multi-phase IT projects from initiation through global rollout, applying Agile methodology and structured delivery frameworks.

- **Led a multi-year, multi-phase operational transformation** of global release cycles, reducing system lockout time by over 95% and processing time by 75% through dependency mapping, workflow redesign, and automation tool development.
- **Facilitated sprint planning, daily standups, and weekly retrospectives** using Jira to manage backlogs, estimate work, and drive iterative delivery across 2-week sprint cycles for concurrent improvement initiatives.
- **Designed and executed the global rollout of an automation-driven provisioning tool** supporting a company-wide identity migration, reducing provisioning time by over 85% and enabling scalable processing across EMEA, APAC, and Americas.
- **Managed 3–4 simultaneous projects** by prioritizing delivery based on urgency and business value, negotiating resource allocation, and communicating adjusted timelines to maintain sustainable delivery capacity.
- **Coordinated cross-functional stakeholder working sessions** to gather requirements, identify dependencies, and align engineering, product, and operations teams on project scope and delivery milestones.

- **Executed repeatable M&A data integration projects (1–5x annually)**, managing complex database restructuring, cross-team communications, and sprint-based delivery under variable conditions.

Product Lifecycle & Operations

Managed internal tools and operational products through full lifecycles—from concept and build through iteration, enablement, and strategic handoff.

- **Owned a 4.5-phase product lifecycle for a data validation tool**, evolving it from an internal efficiency solution to a user-facing external product with a prioritized enhancement backlog, ultimately transitioning to an advisory SME role for the successor build.
- **Identified a UX gap and authored the business case for a UI enhancement**, creating functional specifications with annotated mockups, embedded SQL, and conditional logic that enabled direct engineering implementation.
- **Led a data-driven evaluation of knowledge base self-service strategy**, tracking usage metrics and gathering user feedback to recommend product retirement and implement a behavior-aligned replacement format.
- **Built and iteratively expanded an internal database tool** for bulk asset operations, prioritizing feature additions by ticket volume demand data and achieving 100% global team adoption through comprehensive documentation and training.
- **Designed ServiceNow request forms with dual-routing logic** specifying conditional dropdown behavior and if/then routing rules, and delivered team training on new workflows and ticket handling procedures.
- **Evaluated AI chatbot deployment against operational requirements**, documenting misrouting patterns and providing structured feedback that improved routing logic, and advocated for support team involvement in future AI tool design cycles.

King Strategic Solutions – Houston, TX Self-Employed Consultant

2015 – Present

Deliver project management, product operations, and technology advisory services to small businesses and nonprofits.

- **Served as de facto product owner for an integrated website and database implementation**, managing two external vendors, conducting rigorous QA, enforcing scope boundaries, and translating technical decisions for executive board reporting.
- **Led structured discovery engagements including requirements gathering**, CRM solution evaluation using practice use cases, and delivery of formal recommendations reports with implementation roadmaps tailored to client resource constraints.
- **Built a 13-node N8N automation pipeline** integrating OpenAI, Gmail, Google Sheets, and Google Docs—managing the full project lifecycle from requirements and architecture through cost optimization and GitHub documentation.
- **Primary operational liaison managing multiple vendor relationships**, driving scope adjustments, coordinating quality assurance, and keeping executive leadership informed of project status and timeline risks.
- **Facilitated professional development workshops for industry organizations**, applying a structured 9-step instructional design methodology to develop original content, manage event logistics, and gather evaluation feedback.

Education & Certifications

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