

KD King

IT Support Operations and Escalations Lead

Driving IT support efficiency, cross-functional alignment, and resilient support operations.

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Strategic IT Support Leader with 15+ years managing critical escalations, coordinating cross-functional incident response, and driving resolution of complex technical issues across global operations.

Proven success driving incident response across global teams, streamlining workflows, mentoring teams, and implementing scalable systems that reduce resolution times and enhance operational efficiency. Experienced in ITIL, Agile, automation, and managing complex incidents across SaaS platforms, applications, and data-driven environments.

Areas of Expertise

IT Support Operations & Strategy | Critical Incident & Escalation Management | Outage Response & Resolution | Incident Investigation | Root Cause Analysis & Troubleshooting | Cross Functional Team Collaboration | Continuous Process Improvement | SLA Management & Compliance | Documentation & Knowledge Sharing | Ticketing System Optimization | AI-Enhanced Workflow Optimization | Training, Mentoring & Development | Requirements Gathering & Analysis | SaaS Application Support | Empowering Teams | CRM Platforms & Ticketing Systems | Prompt Engineering | Project Coordination

Technical Proficiencies

ServiceNow (comparable to Zendesk) | Jira | Microsoft 365 (Excel, PowerQuery, Word, Access with Macros, PowerPoint, Teams, SharePoint, OneNote) | Google Workspace (Sheets, Slides, Forms, Looker, Sites, Apps Script, Doc, Keep) | Confluence | N8N (Workflow Automation) | API Integration | SQL | PowerBI | Airtable | Salesforce

Career Experience

Wood Mackenzie – Houston, TX

Jun 2014 – Sep 2024

Application Support Team Lead & Process Improvement Manager

Led global IT support operations across APAC, EMEA, and the Americas, managing incident investigation, escalation, and resolution for SaaS platforms, data analytics tools, and API services. Served as SME for product initiatives and releases, partnering with SRE, ProdOps, Product, and Engineering to validate requirements, integrations, and deployment readiness. Drove process and UI improvements that reduced resolution times, streamlined workflows, and enhanced team efficiency and user experience.

Selected Achievements:

- **Developed team capability** through mentorship, training programs, and structured documentation, fostering a culture of continuous improvement and performance ownership.
- **Utilized ServiceNow analytics** to uncover incident trends, implementing targeted process changes that improved workload distribution and reduced ticket resolution time.
- **Collaborated with business leaders** to drive workflow transformation, using root cause analysis and business case development to improve system performance and reduce operational friction.
- **Led UI enhancement initiatives**, creating business cases that secured approval for user-centric improvements, enhancing process flow and operational efficiency.

- **Increased process efficiency by 90%** by redesigning workflows, reducing a recurring 45-minute process to just 5 minutes through automation and streamlined protocols.
- **Minimized single points of failure** by creating comprehensive process documentation and training programs, reducing BAU processing time and improving operational resilience.
- **Facilitated legacy system retirements** by aligning support processes, updating documentation and KB resources, and coordinating transition timelines to ensure support continuity.
- **Improved knowledge transfer and process consistency** by developing and maintaining SOPs and documentation for IT support processes, UAT testing, and cross-team collaboration in support of CI/CD release cycles
- **Cut quarterly project cycles from six weeks to one**, accelerating delivery timelines and improving responsiveness to business needs.
- **Reduced incident resolution times and escalations** by monitoring production alerts (Pingdom), initiating triage, and creating a centralized runbook that empowered L1 teams to resolve issues independently.
- **Led the quarterly data cleansing initiative**, coordinating cross-functional teams to reduce system lockout time by 90% and enhance enterprise-wide data accessibility.

Process, Data, and Systems Analyst – Applications Helpdesk

Collaborated with global teams to resolve client issues and maintain application stability. **Improved data integrity** by streamlining workflows and developing templates to reduce manual processing. **Provided guidance on data standards** and conducted regression testing to ensure data accuracy.

Selected Achievements:

- **Built a scalable training and documentation system**—standardizing SOPs, wikis, and knowledge base content—which reduced ramp-up time, improved analyst consistency, and maintained support during team growth and transitions.
- **Resolved high-impact client issues** through close collaboration with Engineering teams, conducting real-time testing, and **escalating critical incidents** to minimize downtime and ensure service continuity.
- **Optimized complex queries** to fulfill client data requests, **improving accuracy and efficiency** in data delivery processes.

Self Employed Consultant

2005 – current

Consulted on operations, support, training, and systems optimization for small business and nonprofit clients.

AI Workflow Automation Project (2025):

- **Built a 13-node n8n automation** integrating OpenAI, Gmail, Google Sheets, and Google Docs to evaluate profiles, apply scoring criteria, log decisions, and process updates—reducing manual review time by 70–85%.
- **Configured rule-based logic** (using pre-built JavaScript regex functions) to classify emails, extract key details, and auto-update tracking systems— mirroring ticket routing and escalation workflows in support environments.
- **Documented the full workflow** in GitHub, including configuration steps, logic maps, and troubleshooting guidance to enable repeatability, transfer of knowledge, and future enhancements by non-developers.

Education & Certifications

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

KD KING

CAPABILITIES STATEMENT: RUNBOOK STANDARDIZATION & SUPPORT OPTIMIZATION

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SUMMARY

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

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

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

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