Kimberly D. King

IT Support Operations Leader

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

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Strategic IT Support Leader with a proven track record in application support, process optimization, and cross-functional team leadership.

Track record of streamlining support workflows, mentoring teams, and guiding enhancement initiatives that improve operational efficiency and elevate service delivery. Adept at aligning technical processes with business objectives, collaborating with diverse global teams, and driving continuous improvement efforts to enhance customer satisfaction. Experienced in ITIL, Agile, and troubleshooting across diverse applications and SaaS platforms. Known for effectively managing complex incidents, documenting processes, and implementing scalable support solutions to meet evolving organizational demands.

Areas of Expertise

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

Technical Proficiencies

ServiceNow **|** 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 **|** SQL **|** PowerBI | Salesforce

Career Experience

Wood Mackenzie – Houston, TX **Jun 2014 – Sep 2024**
Application Support Team Lead & Process Improvement Manager

Led global IT Support operations, overseeing incident investigation, escalation, and resolution across diverse applications, including data analytics platforms, SaaS products, and API services. Acted as SME for product initiatives, partnering with SRE, ProdOps, Product, and Engineering to assess requirements, validate integrations, and ensure release readiness. Championed process improvement initiatives that streamlined workflows, reduced incident resolution times, and enhanced team efficiency. Identified opportunities for UI enhancements, developed data-driven business cases, and secured project approvals to improve user experience. Strengthened global stakeholder relationships through trust-building, proactive communication, and consistent issue resolution.

Selected Achievements:

- **Led global IT support operations** by identifying and executing process improvement initiatives in collaboration with application support and data teams, driving measurable efficiency gains.

- **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 and improve client satisfaction.

- **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. **Led quarterly application cut processes**, improving data integrity and streamlining workflows. **Developed templates to improve data quality** and reduce manual processing. **Provided guidance on data standards** and conducted regression testing to ensure data accuracy.

Selected Achievements:

- **Generated $700,000 in cost savings** over six years by establishing a consortium for training materials and knowledge base articles, **streamlining resource utilization** and reducing dependency on additional personnel.

- **Enhanced global team performance** by serving as an SME on legacy systems, delivering tailored training programs that improved data accuracy in client deliverables.

- **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.

- **Developed technical documentation** — including SOPs, wikis and knowledge base articles — to **promote team self-sufficiency** and provide standardized guidance on workflows, data standards, and troubleshooting protocols.

Self Employed Consultant   2005 – current

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

Education & Certifications

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

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CAPABILITIES STATEMENT

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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