

KD King

Technical & IT Training and Knowledge Management Leader

Empowering teams through effective training, scalable knowledge systems, and process-aligned learning programs.

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Dynamic professional with over 15 years of experience in IT support, workforce development, and process improvement, driving initiatives that enhance training effectiveness, knowledge retention, and operational efficiency.

Proven expertise in designing and implementing scalable training programs, mentoring high-performing teams, and optimizing processes to improve skill development and user adoption. Adept at collaborating cross-functionally to develop engaging learning experiences and ensure seamless integration of training initiatives with business objectives.

Areas of Expertise

Leadership & Team Development | Training, Mentorship & Coaching | Customer Advocacy & Experience Improvement | Operational Training & Onboarding | Training Facilitation & Delivery | Process Improvement & Optimization | Stakeholder Collaboration & Communication | Knowledge Management & Documentation | Training Content Development & Documentation | SaaS Support & IT Support Training | Requirements Gathering & Analysis | Critical Thinking & Problem Solving | Root Cause Analysis | Incident Investigation & Resolution | CRM Platforms & Ticketing Systems | Prompt Engineering |

Technical Proficiencies

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

Career Experience

Wood Mackenzie – Houston, TX

Jun 2014 – Sep 2024

Application Support Team Lead & Process Improvement Manager

Led a global cross-functional team, spearheading **training initiatives and process improvements** to enhance team performance, knowledge retention, and operational efficiency. Designed and facilitated onboarding and skills development programs. Developed and maintained comprehensive **training materials, SOPs, and knowledge documentation**. Mentored and coached team members to strengthen critical thinking, drive process adoption, and foster ownership while improving service delivery across internal applications and client-facing SaaS platforms.

Selected Achievements:

- **Led training program development and implementation**, delivering onboarding and skill-building initiatives that improved team efficiency and enhanced knowledge retention.
- **Designed and delivered targeted training sessions** for new hires and cross-functional teams, fostering a culture of continuous learning and process ownership.
- **Developed knowledge-sharing resources** such as training documentation, process manuals, and FAQs, improving team efficiency and onboarding effectiveness.
- Collaborated with stakeholders to **address recurring issues by creating detailed documentation and targeted training**, which resulted in a near-elimination of issue and significantly improved resolution rates.

- **Developed a comprehensive runbook** for initial troubleshooting, minimizing escalations and enhancing support team efficiency and client satisfaction.
- **Reduced BAU processing time by over 90%** through targeted process improvements, automation, streamlined workflows, and structured training programs, eliminating single points of failure and enhancing operational resilience across multiple initiatives.
- **Streamlined workflows, reducing ticket processing time from 45 minutes to 5 minutes**, significantly improving customer outcomes and accelerating onboarding within the JML process.
- Successfully transitioned quarterly data cleansing workflows from a 6-week to a 1.5-week cycle, achieving a **75% reduction in cycle time and enabling faster delivery of client-facing projects**.
- **Reduced lockout time by 90%**, improving analysts' data access and productivity, ensuring analysts could meet project deadlines without unnecessary delays.
- **Led UI enhancement initiatives** based on customer feedback, collaborating with engineers to develop detailed documentation, UI mockups, and testing plans, ensuring smooth implementation and **improved user experience**.
- **Ensured SOX compliance** by standardizing change ticket processes, collaborating with Change Management to **establish best practices**, and updating procedural documentation for auditing purposes.
- **Analyzed ticket trends** to identify common issues, developed documentation and solutions, and engaged cross-functional teams, **reducing escalations and improving resolution times**.

Wood Mackenzie – Houston, TX

Process, Data, and Systems Analyst – Training and Enablement

Delivered technical training and documentation for global teams, improving data accuracy and operational consistency. **Designed and facilitated workshops** that helped analysts use systems confidently and troubleshoot issues independently.

Selected Achievements:

- **Built centralized training materials** and a searchable knowledge base that reduced repeat training, accelerated onboarding, and improved scalability across regions.
- Liaison between technical teams and stakeholders, translating **system processes into scalable training resources**.
- Empowered analysts with **self-sufficient workflows, reducing** reliance on support teams **by 80%** through **targeted training and process optimization**.

Self-Employed Consultant

2005 - present

Designed and delivered training programs and scalable knowledge systems for small businesses, nonprofits, and individuals.

AI Workflow Automation Project (2025):

- **Built a 13-step n8n automation** integrating OpenAI, Gmail, Google Sheets, and Google Docs to systematize content evaluation, organize knowledge assets, and streamline documentation workflows—**reducing manual review and tracking time by 70–85%**.
- Designed rule-based logic to extract key information, structure insights, and route outputs into organized knowledge archives—**mirroring decision-tree logic used in training assessment and support enablement systems**.
- **Created GitHub-based documentation and visual workflow maps** to support knowledge transfer, reproducibility, and future scaling by non-developers.

Education & Certifications

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

KD KING

CAPABILITIES STATEMENT: TRAINING & KNOWLEDGE ENABLEMENT

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SUMMARY

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

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

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

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