KD King

Application Support Manager | Incident & Operations Leader

Leading scalable support operations, cross-functional alignment, and rapid incident response.

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Application Support Leader with 15+ years improving support workflows, reducing escalations, and aligning global support teams through consistent processes and documentation.

Proven success streamlining application support operations *and* aligning them with business needs, mentoring analysts, and implementing scalable solutions that enhance efficiency, system performance, and customer outcomes. Skilled in ITIL, Agile, application troubleshooting, major incident escalation, and aligning support operations with business needs**.**

Areas of Expertise

Application Support Management | Incident Investigation & Escalation| Team Leadership & Mentorship | Root Cause Analysis | Troubleshooting & Issue Resolution | Business Process Improvement |Customer Service Excellence |Documentation & Knowledge Sharing | Requirements Gathering & Analysis | AI Workflow Optimization | API Integration | Process Optimization Techniques |SLA Management & Compliance| Technical Training & Development |Ticketing System Optimization |SaaS Support |Critical Thinking | Empowering Teams | CRM Platforms & Ticketing Systems | Project Coordination

Technical Proficiencies

ServiceNow (comparable to Zendesk) **|** Jira **|** Microsoft 365 (Excel, PowerQuery, Access with Macros, PowerPoint, SharePoint) **|** Google Workspace (Sheets, Slides, Forms, Looker, Apps Script) | Confluence | SQL | PowerBI | Salesforce | N8N

Career Experience

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

Led global application support operations across internal and client-facing products, **content, analytics, and SaaS platforms, overseeing incident triage, escalation, and resolution to minimize business disruption.** Served as SME for product initiatives, conducting UAT testing, identifying integration issues, and providing feedback to support CI/CD readiness. Built business cases for UI enhancements based on user pain points and secured stakeholder approval. Partnered with engineering and stakeholders to translate internal user needs into system enhancements and support-ready solutions.

Selected Achievements:

- Directed cross-functional process improvement initiatives by identifying operational gaps and guiding support and data teams to implement targeted, high-impact system enhancements.

- Elevated team performance through strategic mentorship and training; crafted diligent process documentation, evaluated team competencies, and delegated tasks to optimize process execution.

- Leveraged ServiceNow analytics to identify recurring incident trends and inefficiencies, implementing process changes that improved team workload distribution and reduced ticket resolution time.

- Partnered with business leaders to drive process transformation, leveraging root cause analysis and business case development to deliver scalable solutions that streamlined workflows and improved efficiency.

- Identified UI enhancements to improve user experience and process flow, developing business cases that secured approval and drove implementation.

- Drove automation and process redesign that reduced transition time from 45 minutes to 5 minutes, eliminating bottlenecks and improving deliverable speed.

- Enhanced operational resilience by creating processes with comprehensive documentation and training, eliminating single points of failure and reducing BAU processing time by over 90%.

- Led critical system migrations, proactively managing risks to ensure data integrity, minimize downtime, and maintain operational continuity.

- Established SOP frameworks to drive cross-team process alignment, standardize knowledge transfer, and reinforce operational consistency across IT teams.

- Reduced project timelines by transitioning quarterly project cycle from 6 weeks to 1 week, driving efficiency gains.

- Slashed incident resolution times, minimized escalations, and enhanced support team efficiency and client satisfaction by developing a comprehensive runbook for initial troubleshooting.

- Decreased lockout time by 90%, enhanced data access, and boosted operational efficiency by leading a project to streamline Wood Mackenzie's quarterly data cleansing.

Wood Mackenzie – Houston, TX
Process, Data, and Systems Analyst – Application Support

Resolved client issues by collaborating with global teams, including ServiceDesk, SRE, DBAs, data analysts, and product teams. Developed standardized templates to improve data integrity and streamline database workflows. Advised teams on data standards and conducted regression testing to validate accuracy before launches.

Selected Achievements:

- Centralized application support documentation, SOPs, and knowledge base resources—reducing repeat escalations, improving onboarding efficiency, strengthening global process consistency, and self-service enablement.

- Resolved high-priority client issues by collaborating with Engineering teams, performing live testing, and escalating critical problems to ensure rapid resolution and minimized downtime.

- Optimized complex data queries to deliver accurate client data requests and streamline processes.

Self Employed Consultant   **2005 – current**

Consulted on operations support, training, and workflow 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 sheets — mirroring ticket routing and escalation workflows in support environments.

- **Documented the full workflow** in GitHub to enable reproducibility and adaptation 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