KD King

IT Customer Support Lead | Process Improvement Manager

Elevating customer satisfaction through optimized support workflows and team development.

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Dynamic customer support leader with over 15 years of experience in IT support, customer advocacy, and process improvement, driving initiatives that enhance customer satisfaction and resolution outcomes.

Proven expertise in streamlining support workflows, leading cross-functional teams, and enhancing customer experience through mentorship, resource development, and operational efficiency. Adept at managing high-performing teams and complex processes, driving resolution efficiency, and fostering a culture of continuous improvement to elevate customer satisfaction and business outcomes.

Areas of Expertise

Team Leadership & Mentorship | Customer Advocacy & Resolution | Process Improvement | Training & Development | Root Cause Analysis | Stakeholder Collaboration | SLA Management & Compliance | Customer Service Excellence | Incident Investigation & Escalation | Troubleshooting & Issue Resolution | AI Workflow Optimization | Business Process Improvement | Documentation & Knowledge Sharing |Project Coordination | Prompt Engineering | Requirements Gathering & Analysis | Process Optimization Techniques | Ticketing System Optimization | SaaS Support | Problem Solving | Empowering Teams

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 **|** SQL **|** API Integration | PowerBI | Salesforce | N8N | CRM Platforms & Ticketing Systems

Career Experience

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

Led a global cross-functional team to investigate and resolve complex incidents across internal systems and client facing applications, ensuring clear and empathetic communication and efficient issue resolution. Directed workflow streamlining initiatives across application support and data teams, improving operational efficiency, stakeholder trust, and service quality. Mentored and trained team members, fostering a culture of continuous improvement through comprehensive SOPs, documentation and knowledge sharing. Acted as a senior lead in managing incident investigations, escalations, and responses for internal applications and client-facing SaaS platforms.

Selected Achievements:

- Spearheaded UI enhancement initiatives based on customer feedback, improving user experience and operational efficiency.

- Developed a comprehensive runbook for initial troubleshooting, minimizing escalations and enhancing support team efficiency and client satisfaction.

- Achieved a 90% reduction in BAU processing time by eliminating single points of failure through automation, workflow redesign, and comprehensive documentation and team training.

- Led process improvement efforts across application support and data teams, implementing targeted enhancements that increased operational efficiency.

- Elevated team performance through targeted mentorship and training initiatives, empowering team members to enhance critical thinking, adopt process improvements, and take ownership of tasks.

- Resolved recurring issues by partnering with stakeholders to deliver targeted Service Desk training and documentation, nearly eliminating repeat tickets and boosting resolution rates.

- Redesigned support workflows to reduce ticket processing time from 45 minutes to 5 minutes, significantly improving customer response time and satisfaction.

- Ensured compliance with audit and SOX policies by implementing rigorous process controls and conducting regular training.

- Analyzed ticket trends to identify common issues, developed SOPs and documentation, and engaged cross-functional teams, reducing escalations and improving resolution times.

- 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, enabling analysts to work efficiently and meet project deadlines without delays.

- Collaborated with engineering to design and document system enhancements, delivering mockups, testing plans, and implementation support.

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

Supported global teams by resolving technical issues, managing data workflows, and improving system accuracy. Built automated tools and standardized processes to streamline operations and reduce manual workload. Acted as a liaison between stakeholders and technical teams, delivering solutions that increased efficiency and team self-sufficiency.

Selected Achievements:

- Created centralized training and knowledge resources—cutting repeat support requests, accelerating onboarding, and improving global process consistency.

- Trained teams across regions on systems, improving data accuracy and strengthening support for internal customers.

- Streamlined workflows enable analysts to manage their own uploads, reducing team workload by 80%.

Self Employed Consultant   **2005 – current**

Advised small businesses and nonprofits on workflow optimization, client process improvement, and scalable documentation.

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%.
- **Applied rule-based logic and regex-driven data extraction** to categorize inbound communications, surface key details, and auto-update tracking systems — similar to ticket routing and escalation workflows in customer support.
- **Documented the full workflow** and logic structure in **GitHub** to support knowledge transfer, repeatability, and scaling 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

Customer Support and Process Improvement Leader with over 15 years of experience optimizing support operations, streamlining workflows, and enabling teams with the right tools to deliver stronger customer experiences. Proven ability to lead global teams, reduce resolution delays, and implement scalable, data-driven solutions that improve responsiveness and service quality. Lean Six Sigma Yellow Belt with hands-on experience in root cause analysis, workflow redesign, and cross-team enablement strategies that increase efficiency and elevate customer satisfaction.

CORE CAPABILITIES

Incident Management & Root Cause Analysis | Tiered Support Enablement & Training | Runbook Ownership | Knowledge & Documentation Enablement | Customer-Centric Support Process Optimization | Ticketing & Support Platforms | Cross-Functional & Stakeholder Communication

FEATURED PROJECT:

CHAOS TO CLARITY: STANDARDIZING ESCALATIONS FOR SUPPORT EFFICIENCY

CHALLENGE

Support teams often escalated tickets without performing basic troubleshooting or capturing key customer details. This caused delays—even for simple login or access issues—leading to repeated back-and-forth, and forcing customers to repeat information, creating a frustrating experience.

ACTION

Identified a systemic pattern of premature escalations through incident ticket analysis. **Spearheaded a cross-functional initiative** with Incident Management to establish a centralized runbook that set clear escalation standards and improved customer issue resolution. Defined runbook structure, content strategy, and use-case prioritization, ensuring it covered:

- Required troubleshooting steps before escalation
- Critical customer details needed for each scenario
- Easy-to-follow guides for high-frequency issues

Directed a targeted rollout with lightweight training and embedded the runbook into daily workflows using **compliance triggers** (e.g., redirecting incomplete tickets). Established a feedback loop with frontline support teams to keep the runbook a living resource aligned with emerging customer issues.

RESULT

Institutionalized a shared knowledge framework that reduced unnecessary L2 escalations by ~85% across common issues like login/access errors and broader platform-related problems. **The new process cut resolution times** by eliminating repeated handoffs, empowering frontline support to resolve more issues independently, and improving ticket accuracy and completeness. The runbook became **the standard reference in daily operations** and is now maintained as part of a broader knowledge governance strategy.

TOOLS & METHODS USED

ServiceNow | Runbook Development & Governance | Training | Knowledge Sharing & Documentation | Cross-Functional Collaboration | Stakeholder Alignment