

Kimberly D. King

Business Systems & Process Enablement Manager

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Driving business systems enablement and operational efficiency through strategic tooling, process optimization, and cross-functional collaboration.

Experienced Process Improvement Manager and Business Systems Lead. Professional with over 15 years in IT support, workflow optimization, and team coordination. Partnered with cross-functional teams to improve internal systems and workflows, streamline ticketing processes, and contribute to enhancements in ServiceNow and other business platforms. Brings a strong foundation in applications support and Lean Six Sigma methodologies, with hands-on experience applying AI tools to enhance workflow efficiency and automation. Skilled in managing end-to-end process initiatives—from requirements to rollout—while empowering teams through documentation, mentorship, and system clarity.

Areas of Expertise

Process Improvement | Lean Six Sigma Methodologies | Project Coordination | Root Cause Analysis | Training & Development | Process & Workflow Mapping | Process Reengineering | System Workflow Design | Documentation & Knowledge Management | Requirements Gathering | Stakeholder Collaboration | Change Management | Agile Methodologies | Team Leadership & Mentorship | Data-Driven Decision-Making | Process Metrics & Performance Analysis | Tool Optimization & Governance | CRM Platforms & Ticketing Systems | AI-Enhanced Workflow Optimization | Critical Thinking

Technical Proficiencies

Microsoft 365 (Excel, PowerQuery, Word, Access with Macros, PowerPoint, Teams, SharePoint, OneNote) | Google Workspace (Sheets, Slides, Forms, Looker, Sites, Apps Script, Doc, Keep) | Confluence | Jira | ServiceNow | Salesforce (investigation, user/account lookup) | SQL | PowerBI

Career Experience

Wood Mackenzie – Houston, TX

Jun 2014 – Sep 2024

Application Support Team Lead & Process Improvement Manager

Led business systems and process improvement initiatives within applications support and data operations, driving efficiency across global workflows. Oversaw incident response and internal tooling enhancements across internal systems and ticketing workflows. Partnered with engineering, product, and support teams to streamline processes, improve system usability, and document scalable solutions. Mentored and trained team members while developing SOPs and enablement materials that supported global alignment and faster resolution.

- Served as SME on product projects, driving best practices and overseeing UAT testing to ensure system integration and seamless execution.
- Identified and proposed system UI enhancements to improve workflow logic and user experience, developing business cases and collaborating with engineers to drive successful implementation.
- Consulted with business leaders to identify process improvement opportunities, conducted root cause analysis, developed business cases, and independently executed and tested solutions to enhance operational efficiency and streamline workflows
- Led Agile-based redesign of the Joiners, Movers, and Leavers (JML) process, reducing user provisioning time from 45 to 5 minutes through macro automation, pipeline testing, and sprint-based implementation using Jira.

- Developed training programs, including Service Desk training and upskilling team members, improving process execution and resolution efficiency.
- Analyzed incident trends in ServiceNow to identify recurring issues, implementing targeted process and workflow improvements that reduced resolution times and improved operational responsiveness.
- Collaborated with global cross-functional teams in research and IT to gather requirements and translate them into technical solutions, aligning business needs with system capabilities.
- Led the retirement of legacy applications, ensuring data integrity and minimizing downtime in the migration process to streamline system transitions and improve operational efficiency.
- Created and maintained SOPs and comprehensive documentation for IT processes and infrastructure, including a global support runbook, facilitating knowledge sharing and ensuring process adherence across global teams.
- Streamlined the quarterly cut process, reducing processing time by 75% (6 weeks to 1.5 weeks) and system lockout time by 96% (1 month to 24 hours), enabling effective legacy project retirements and meeting critical deadlines.
- Facilitated stakeholder alignment through transparent communication and structured feedback loops, ensuring support for process changes and system enhancements across technical and non-technical teams.
- Collaborated with the Change Advisory Board to align Application Support processes with SOX compliance, updating documentation, educating teams, and ensuring adherence to audit standards for all data changes.

Wood Mackenzie – Houston, TX
Systems Analyst (Process & Data)

Supported internal stakeholders across global teams by resolving data issues, optimizing workflows, and improving system usability. Led quarterly application cut processes, ensuring data accuracy through end-to-end coordination, validation logic, and post-cut reviews. Created standardized upload templates and complex query structures to streamline data workflows, reduce manual errors, and improve overall system efficiency.

- Delivered \$700,000 in cost savings by developing a centralized training and knowledge base system, reducing support dependency and improving onboarding, issue resolution, and team efficiency.
- Trained 50+ analysts globally as SME on legacy systems, transitioning teams to scalable knowledge base solutions, including wikis and documentation, to enhance self-sufficiency, data accuracy, and team performance.
- Resolved high-priority internal system issues by collaborating with Engineering, conducting live testing, and escalating critical problems to drive rapid resolution and system reliability.
- Designed and implemented an automated database with built-in validation checks and optimized complex queries, streamlining workflows, enhancing data integrity, and enabling team autonomy.
- Led data cleanup and standardization initiative for the Lower 48 team, identifying inconsistencies, analyzing systemic issues, and creating documentation to ensure long-term data quality and consistency.
- Developed documentation, wikis, and training materials to support database usability, standardize workflows, and promote adherence to data governance standards across teams.

Self-Employed Consultant

2005 - present

Designed and led training workshops and coaching sessions across writing, systems, and operational processes.

Education & Certifications

Lean Six Sigma Yellow Belt (Green Belt in progress)

ITIL Certificate, IT Service Management

KIMBERLY D. KING

CAPABILITIES STATEMENT

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SUMMARY

Systems-focused implementation and enablement leader with 15+ years of experience building scalable workflows, automating internal tool usage, and training global teams. Proven ability to transform manual processes into repeatable systems through logic-based automation, cross-functional collaboration, and structured rollout. Skilled in documentation, user onboarding, and optimizing business systems across technical environments.

CORE CAPABILITIES

Systems Implementation | Business Process Design | Data Mapping & Role Logic | Access Provisioning Workflows | UI Feedback & Optimization | Automation Design | Training & Documentation | Global Enablement | Multi-Environment Consistency (DEV/UAT/PROD) | Cross-Functional Collaboration | UAT & Testing

FEATURED PROJECT:

ACCESS UNLOCKED: AUTOMATING ROLE PROVISIONING ACROSS GLOBAL TEAMS

CHALLENGE

The Joiners, Movers, and Leavers (JML) process lacked structured documentation and a consistent method for provisioning system access and assigning user roles. The existing workflow relied on outdated spreadsheets, manual steps across multiple environments, and a clunky UI—taking 30–45 minutes per user and requiring deep institutional knowledge. These access tasks stretched team capacity and introduced delays, rework, and onboarding inconsistencies. There was no way to ensure speed, accuracy, or repeatability across team members or regions.

ACTION

Audited and merged outdated role-mapping logic across legacy spreadsheets to create a unified permissions matrix tied to functional titles. Built a dynamic spreadsheet with dropdown-based role selection that auto-populated appropriate OPS\$ permissions based on job type, streamlining Bitbucket provisioning and reducing manual errors. Designed both individual and bulk upload interfaces for assigning database roles by user type and region across DEV, UAT, and PROD environments—where no automated system had existed prior. Developed joiner and leaver workflows with automated checks and smart defaults (e.g., region auto-selection), allowing analysts to onboard or offboard users in under two minutes, regardless of volume. Tested Bitbucket bulk capabilities, streamlined HR data integration, and created clear documentation to support rollout. Led training and adoption across global support teams to ensure consistent usage and long-term sustainability.

RESULT

Reduced access provisioning time by over 90%, enabling support teams to complete onboarding and offboarding tasks in under two minutes per user—regardless of volume. The new system eliminated manual role assignment, reduced duplication, and introduced scalable automation that supported both individual and bulk user actions. Adopted across global support regions, the solution freed up resources previously spent on repetitive setup and ensured consistent, error-free role provisioning across DEV, UAT, and PROD environments.

TOOLS & METHODS USED

Excel (Data Validation & Advanced Formulas) | Macro-Based Automation | Bitbucket (Workflow Alignment & Testing) | Workflow Redesign | UAT & Stakeholder Testing | Agile Sprints | Environment-Level QA (DEV/UAT/PROD) | Global Training Delivery | Structured Documentation