KD King

IT Process Improvement Leader

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Transforming operations and delivering measurable results through strategic process improvements, data-driven insights, and cross-functional leadership.

Process Improvement Leader with 15+ years of experience streamlining workflows and driving continuous improvement across IT and business operations. Skilled in coordinating cross-functional projects, implementing scalable, data-driven solutions, and applying Lean Six Sigma methodologies. Leverages applications support expertise, technical tools, and AI-enabled workflow automation to eliminate inefficiencies and enhance operational performance. Committed to root cause analysis, documentation excellence, and building systems that sustain long-term improvement.

Areas of Expertise

Process Improvement | Lean Six Sigma Methodologies | Project Coordination | Root Cause Analysis | Training & Development | Process Mapping & Reengineering | AI Process Optimization | Documentation & Knowledge Management | Requirements Gathering | Stakeholder Collaboration | Change Management | Agile Methodologies | Team Leadership & Mentorship | Data-Driven Decision-Making | Performance Analysis & Metrics Development | Operational Efficiency Optimization | CRM Platforms & Ticketing Systems | Prompt Engineering | Critical Thinking | API Integration

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 (comparable to Zendesk) | SQL **|** PowerBI | Salesforce | N8N

Career Experience

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

Led process improvement initiatives within applications support and data teams, driving operational efficiency and optimizing workflows. Mentored, coached, and trained team members while developing comprehensive SOPs and process documentation to ensure consistent performance and smooth issue resolution. Served as a senior lead on global cross-functional teams, overseeing incident investigations, escalations, and responses for internal applications and client-facing SaaS platforms.

- **Served as SME on product projects**, driving best practices and ensuring seamless execution through UAT testing and validated systems integration.
- **Identified UI enhancements** to improve user experience and process flow, developing business cases that secured approval and drove implementation.
- Partnered with business leaders to identify process gaps, perform root cause analysis, build business cases, and implement solutions that improved efficiency and streamlined workflows.
- **Led iterative process improvements** for the Joiners, Movers, and Leavers (JML) initiative, breaking tasks into **Agile sprints** tracked in Jira, and reducing processing time from 45 minutes to 5 minutes per transition. Conducted post-process reviews to integrate feedback, refine workflows, and ensure ongoing efficiency improvements.
- **Developed training programs**, including Service Desk training and upskilling team members, improving process execution and resolution efficiency.

- **Analyzed ServiceNow incident trends,** implementing targeted process improvements that reduced resolution times and enhanced team performance.
- Collaborated with global cross-functional teams in research and IT to **gather requirements and translate them into 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.
- **Established best practices, standards, and processes** in application support and incident management, enhancing consistency in training and assessment across 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.
- Engaged stakeholders through open communication and targeted messaging on process enhancements, fostering alignment and trust to drive successful project outcomes and operational improvements.
- Participated in **Agile sprints to support process improvement initiatives**, collaborating in sprint planning, task tracking in Jira, and implementing iterative changes to optimize workflows.
- **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
Process, Data, and Systems Analyst

Supported global teams by resolving application issues, improving data accuracy, and streamlining workflows. Built data upload templates, validation processes and automation to reduce errors and improve efficiency across teams. Provided virtual and in person training on applications and processes to internal stakeholders.

- **Built scalable documentation, training materials**, and wikis that reduced onboarding time, improved process consistency, and strengthened global team self-sufficiency.
- **Collaborated with Engineering** to resolve high-priority client issues through live testing and escalation, ensuring rapid resolution and minimal disruption.
- **Led a regional data cleanup and governance initiative**—identified inconsistencies, corrected records, and established data standards and documentation to prevent reoccurrence and sustain data quality.

Self Employed Consultant   2005 – current

Advised small businesses and nonprofits on workflow design, process improvement, and scalable strategies.

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 — reflecting structured triage and routing practices used in support and process operations.
- **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**

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CAPABILITIES STATEMENT: PROCESS IMPROVEMENT

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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, workflows redesign, and enablement strategies that drive measurable growth.

CORE CAPABILITIES

Process Optimization & Workflow | IT Support Operations | Incident Management | Training & Enablement | Documentation & Knowledge Management | Ticket Trend Analysis | Root Cause Identification | Agile Collaboration | Structured Data Workflow Design | Automation | Stakeholder Communication | Cross-Team Collaboration | Change Management (SNOW SOX Compliance)

FEATURED PROJECT:

FROM BOTTLENECK TO BREAKTHROUGH: ELIMINATING PROCESS WASTE

CHALLENGE

A manual request ticket process for employee transitions (Joiners, Movers, and Leavers) took 45 minutes per user—creating onboarding delays, significant backlogs, operational bottlenecks, and diverting global support resources from higher-priority incidents.

ACTION

Mapped current-state processes, identified manual bottlenecks, and implemented macro-driven automation to streamline execution. Created structured documentation and delivered training to drive global adoption. Coordinated sprint cycles and feedback loops using Agile principles to ensure iterative improvement and cross-regional alignment.

RESULT

The optimized request ticket process **reduced processing time by over 90%,** cutting effort from 45 minutes to under 5 minutes per user. This improvement streamlined onboarding for new hires, eliminated repeat bottlenecks, and enabled global support teams to focus on incident response and higher-priority work without backlog buildup. The workflow was adopted across global support regions (EMEA, APAC, Americas) for consistent execution.

TOOLS & METHODS USED

ServiceNow | Excel | Bitbucket |Agile Springs & Feedback Loops | Process Automation | Lean Six Sigma | Documentation Development | Global Training Rollout