

KD King

Support Enablement & Operations Leader

Empowering global support teams through training, knowledge systems, and process optimization.

kd@kdking.business | (832) 819-4535 | [linkedin.com/in/kimberlydking/](https://www.linkedin.com/in/kimberlydking/) | github.com/kimberlydking | Houston, TX

Architect of scalable enablement and support systems that strengthen team readiness, knowledge sharing, and process efficiency across global operations.

Skilled at building programs that accelerate onboarding, improve performance, and reduce escalations. Partner cross-functionally with Product, Engineering, and Support Operations to align enablement initiatives with business outcomes and customer experience goals. Recognized for driving clarity and efficiency across complex support environments by transforming processes, empowering teams, and optimizing knowledge sharing at scale.

Areas of Expertise

Support Enablement & Readiness | SaaS & IT Support Operations | Incident & Escalation Management | Process Improvement & Optimization | Operational Excellence & Governance | Training Development & Facilitation | Learning & Knowledge Management (KCS-Aligned) | Documentation & Runbook Management | AI Workflow Automation | API-Based Process Automation | Prompt Engineering & LLM Integration | Cross-Functional Collaboration | Stakeholder Engagement & Communication | Change Enablement | Leadership, Mentorship & Team Development | Root Cause Analysis | Onboarding & Everboarding Strategy | Requirements Gathering & Analysis | Project Coordination

Technical Proficiencies

ServiceNow (comparable to Zendesk) | Confluence | Jira | Salesforce | Microsoft 365 (Excel, PowerQuery, Word, Access with Macros, PowerPoint, Teams, SharePoint, OneNote) | Google Workspace (Sheets, Slides, Forms, Looker, Sites, Apps Script, Doc, Keep) | 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 global IT Support & Enablement operations across APAC, EMEA, and Americas regions within a matrixed organization, partnering with regional support managers to drive process improvement initiatives, standardize training programs, and strengthen team performance and customer outcomes. Managed incident response, training, and process improvement for internal tools, SaaS platforms, and data systems. Built onboarding and continuous enablement programs to enhance readiness, knowledge retention, and issue-resolution accuracy. Partnered cross functionally with Product, Engineering, and Operations to ensure release readiness, optimize workflows, and drive user experience enhancements. Mentored global team members to foster ownership, collaboration, and a culture of continuous improvement.

Selected Achievements:

- **Developed centralized documentation, SOPs, and a comprehensive runbook** that reduced escalations by 85% and empowered L1 teams to resolve common SaaS incidents independently.
- **Created and maintained training resources, FAQs, and process manuals** to standardize knowledge transfer and shorten ramp up time for new hires and cross functional partners.
- **Redesigned recurring workflows and automated key steps**, cutting task time from 45 minutes to 5 minutes and reducing BAU processing time by over 90%.

- **Eliminated single points of failure** by standardizing processes, documentation, and cross training, improving continuity and freeing team resources.
- **Streamlined quarterly data-cleansing operations**, reducing system lockout by 90% and accelerating delivery cycles from six weeks to 1.5 weeks.
- **Drove UI and process enhancements** by translating stakeholder feedback into business cases, collaborating with engineers on mockups and testing, and improving overall user experience.
- **Analyzed ticket trends** and collaborated with stakeholders to create targeted documentation and training, leading to a near elimination of repeat issues and significantly faster resolution rates.
- **Established SOP and governance frameworks** to ensure process consistency, audit readiness, and change-management compliance across global support operations.
- **Partnered with Product, Engineering, and Operations** to ensure release readiness, validate integrations, conduct UAT testing, and coordinate smooth handoffs during system migrations and feature launches.
- **Ensured SOX and change-management compliance** by defining standard ticket procedures, collaborating with CAB, and maintaining audit-ready documentation.
- **Mentored and coached global team members**, aligning ownership to strengths, promoting critical thinking skills, and cultivating a culture of accountability and continuous improvement.
- **Contributed to hiring and capability development**, participating in candidate evaluation and establishing onboarding paths that built a stronger, more resilient support organization.

Wood Mackenzie – Houston, TX

Process, Data, and Systems Analyst – Training and Enablement

Supported global data and system operations by resolving complex issues, improving data accuracy, and standardizing workflows for efficiency and scalability. Designed training programs and documentation that enhanced team autonomy, reduced handoffs, and ensured consistent system knowledge across regions.

Selected Achievements:

- **Centralized training materials and developed a scalable knowledge base** that streamlined onboarding, reduced repeat training needs, and improved global team consistency.
- **Designed automated Excel templates and PowerQuery validation systems**, reducing data processing time from one week to same-day completion and embedding training tools to increase user adoption.

Self-Employed Consultant

2005 - present

Consulted with small businesses and nonprofits to improve internal workflows, client management, and operational efficiency through tailored system and process recommendations. **Designed and led professional development workshops** on writing, critical thinking, and the effective use of AI to enhance learning, productivity, and communication. **Advised on training strategies and scalable documentation** to strengthen sustainability and clarity across growing organizations.

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 systems—mirroring ticket routing and escalation workflows in support environments.
- **Created documentation and GitHub guides** to support knowledge transfer, repeatability, transparency, and future scalability 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

kd@kdking.business | (832) 819-4535 | www.kdking.business/networking | Houston, TX

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