Kimberly D. 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 over 15 years of experience streamlining workflows and driving continuous improvement through Lean Six Sigma methodologies, supported by a strong foundation in applications support. Skilled in project coordination, cross-functional collaboration, and implementing scalable, data-driven solutions that enhance productivity and operational efficiency. Adept at leveraging technical tools, prompt engineering, and AI-enhanced workflow optimization to identify and execute impactful process improvements. Committed to fostering a culture of excellence through strategic reengineering, root cause analysis, and comprehensive documentation.

Areas of Expertise

Process Improvement | Lean Six Sigma Methodologies | Project Coordination | Root Cause Analysis | Training & Development | Process Mapping & Reengineering | 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 | 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 | SQL **|** PowerBI | Salesforce

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.
- 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 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 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.
- 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

Collaborated with global teams to resolve client issues, ensure data accuracy, and streamline workflows. Led quarterly application cuts, maintaining data integrity through coordination, validation, and post-cut reviews. Designed templates to optimize data uploads and complex queries, reducing errors and improving database accuracy and team efficiency.

- Achieved $700,000 in cost savings over six years by leveraging expertise as a trainer to create a consortium for training materials and knowledge base articles, reducing reliance on additional resources and enhancing 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 client issues by collaborating with Engineering teams, conducting live testing to identify solutions, and escalating critical problems to ensure rapid resolution.
- 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 a data cleanup project for the Lower 48 team, identifying inconsistencies, analyzing data, and creating documentation to establish standards and sustain data quality.
- Developed wikis and training materials to guide database use, standardize workflows, and ensure adherence to data standards across teams.
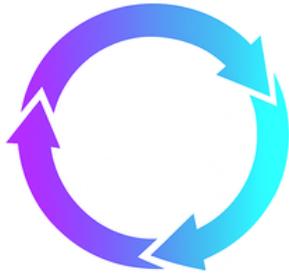
Self Employed Consultant   **2005 – current**

Led consulting projects focused on streamlining operations, optimizing workflows, and enabling strategic planning.

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

IT Support and Process Improvement Leader with over 15 year 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 measureable growth.

CORE CAPABILITIES

- Process Optimization & Workflow Redesign
- IT Support Operations & Incident Management
- Training, Enablement, Documentation & Knowledge Management
- Ticket Trend Analysis
- Root Cause Identification
- Agile Collaboration Across Global Teams
- ServiceNow & Excel
- Bitbucket (support-side usage in pipeline projects)
- Structured Data Workflow Design
- Stakeholder Communication
- Cross-Team Collaboration
- Change Management (SNOW Sox Compliance)

FEATURED PROJECT: REDUCING REQUEST TICKET PROCESSING TIME BY 90%

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 support 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 AND METHODS USED

- Excel (process tracking & analysis)
- Macro-Based Process Automation
- Agile Sprints & Feedback Loops
- Documentation Development & Global Training Rollout
- Lean Six Sigma (Yellow Belt certified)