

Mike Ching

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Creative Dock Group Hiring Team

Re: Events & Operations Lead
Prague, Czech Republic

Dear hiring team,

I am applying for the Events & Operations Lead contract at Creative Dock Group in Prague. Your posting matches how I like to work: build the delivery system from scratch, stay the primary partner for venues and organisers, and scale operations with automation without losing quality for visitors. My career started in front-line hospitality and retail, then moved into people management at Telstra on tier-one corporate accounts. I am used to calm communication under pressure, shifting priorities, and leading teams through peaks while keeping stakeholders informed. That foundation matters when you are the negotiator in the room and the person on-site execution teams look to for clarity. Since 2018 I have delivered 60+ programs for tourism, hospitality, gem trade, and professional services clients: partner coordination, milestone planning, enquiry and support paths, and handover owners can run. Outcomes include national press, airline partnerships, and large-scale event-style programs where logistics, vendors, and guest experience had to land together. I am hands-on with no-code automation and AI-assisted workflows: Make and Zapier-class integrations, prompt libraries for triage and documentation, and chatbot guardrails where humans stay accountable for external comms. I use the same discipline on contract tracking, capacity planning, and KPI reporting that I learned in ITIL-minded service operations. I am Prague-based, English-first, and comfortable collaborating with R&D and Growth while owning operational decisions on the ground. I would welcome a conversation about how I would stand up your event delivery system for the new app and where automation earns the most leverage early. Thank you for your consideration.

Kind regards,

Mike Ching