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Similarweb Hiring Team

Re: AI Operations Manager

Prague, Czech Republic

Dear hiring team,

I am applying for the AI Operations Manager role on Similarweb's B2C team in Prague. Your posting describes exactly the blend I want next: operational ownership across a growing consumer portfolio, outsourced customer support governance, and practical AI that removes manual work without sacrificing experience. At Telstra I was a people manager for tier-one B2B support, including Commonwealth Bank of Australia, inside a multi-vendor resolver model. I lived in KPIs, escalation paths, work instructions, and the politics of keeping Product, delivery, and partners aligned when volume spiked. That is the same muscle your role needs for governing an outsourced support partner and continuously improving B2C experience across extensions and apps. Since 2018 I have run CHING 7 and an independent practice (60+ engagements) where I design operating rhythms, documentation, and enquiry workflows—and ship them using modern AI tooling. Day to day I work in Cursor with custom bots and agentic workflows: prompt libraries, automation for triage and internal handoffs, and measurable adoption, always with a human accountable for customer-facing decisions. I have also built complex multi-page application systems (including this tailored job portfolio) as proof I can operationalise AI, not just talk about it. I am excited by your emphasis on AI copilots, no-code automations, dashboards for adoption and support performance, and partnership with Product, R&D, and Legal. I would welcome the chance to show how I would structure playbooks, vendor governance, and quarterly execution for your B2C portfolio—and, on request, walk you through portfolio work and live systems that demonstrate scale and craft. I am an Australian citizen authorised to work in the EU, based in Prague, and fluent in English. Thank you for considering my application; I would love to discuss how I can help Similarweb's consumer business move faster with smarter operations.

Kind regards,

Mike Ching