

**Mike Ching**

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IAG Hiring Team

**Re:** Service Delivery Manager

Prague, Czech Republic

Dear hiring team,

I am applying for the Service Delivery Manager role at IAG. I bring service delivery and customer operations leadership from tier-one B2B ITSM at Telstra, including people management, SLAs, escalation, and multi-vendor coordination. I hold ITIL Foundation and completed Telstra's Super 50 development year in service level and service delivery management. Since 2018 I have run independent consulting (60+ engagements), focused on operating models, stakeholder communication, vendor coordination, and clear handover. That work complements my enterprise service background and keeps me sharp on process design, documentation, and adoption. I would welcome a conversation about how I can contribute to IAG. Thank you for your consideration.

Kind regards,

**Mike Ching**