

Mike Ching

Prague, Czech Republic

sujith.ching@gmail.com · +420 722 925 543

21 September 2026

Idea 11 Hiring Team

Re: Service Delivery Manager

Prague, Czech Republic

Dear hiring team,

I am applying for the Service Delivery Manager role at Idea 11. 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 Idea 11. Thank you for your consideration.

Kind regards,

Mike Ching