

Mike Ching

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Make Hiring Team

Re: Head of AI Transformation
Prague, Czech Republic

Dear hiring team,

I am applying for the Head of AI Transformation role at Make in Prague. Your posting describes the work I want to do next: own the internal AI roadmap, partner with every function on adoption, and build capability across the company rather than a central dependency. At Telstra I was a people manager on tier-one B2B service desk operations, including Commonwealth Bank of Australia, inside a multi-vendor resolver model. I lived in SLAs, escalation paths, work instructions, and the stakeholder alignment needed when priorities shift fast. That is the same change-leadership muscle your role needs when you orchestrate streams, communicate transparently, and shift mindset while delivery continues. Since 2018 I have run an independent practice (60+ engagements) where I design operating rhythms, documentation, and enquiry workflows, then ship them with 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 adoption checkpoints, always with a human accountable for customer-facing decisions. I am excited by Make's mission in automation and by your emphasis on enablement, tooling choices that fit the work (not just the hype), and measurable impact on core metrics. I would welcome the chance to discuss how I would run your internal AI program, from PoC and infosec evaluation through company-wide L&D and hackathons that leave teams confident to build. I am an Australian citizen authorised to work in the EU, based in Prague, and fluent in English. Thank you for considering my application.

Kind regards,

Mike Ching