

Mike Ching

AI operations, B2C support & automation. Agentic workflows · partner KPIs

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Australian citizen, authorised to work in the EU and Australia. Prague: on-site or remote. Wider EU: remote. Australia-based roles: remote or open to relocate.

SUMMARY

Operations leader combining tier-one customer support discipline with hands-on AI adoption. Telstra people management on tier-one B2B accounts; ITIL Foundation; Telstra Super 50 (SLM/SDM). Since 2018, CHING 7 and independent practice (60+ engagements): Cursor, custom bots, prompt libraries, and agentic automations with human judgment on customer-facing work. Prague-based; English-first.

SKILLS

- Customer support operations: outsourced partner governance, KPIs, QA loops, and experience improvement
 - AI adoption: copilots, prompt libraries, workflow automation, tool/vendor subscriptions, adoption & ROI tracking
 - Operational excellence: process design, documentation, knowledge management, quarterly planning support
 - Cross-functional execution with Product, R&D, Legal, and business stakeholders; roadmap visibility
 - Dashboards and metrics storytelling: support performance, operational KPIs, AI usage
 - People leadership: coaching, performance cycles, Team of the Year culture at Telstra scale
 - No-code / low-code automation and agentic systems for triage, documentation, and internal handoffs
 - B2C and B2B customer empathy; escalation judgment under volume and ambiguity
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PROFESSIONAL EXPERIENCE

Founder · operations & AI-enabled delivery: CHING 7 studio

Self-employed | Remote · Prague | Jul 2018 - Present

- Lead end-to-end programs for tourism, hospitality, gem trade, and professional services: positioning, digital operations, and customer enquiry workflows owners can run.
 - Ship production systems with Cursor, AI agents, and automation: documentation, triage, content pipelines, and review checkpoints, always with accountable human sign-off on external comms.
 - Coordinate creative, technical, and field partners; maintain playbooks, KPI-style delivery checkpoints, and knowledge transfer so teams scale without heroics.
 - Outcomes include national press, airline and luxury retail partnerships, and multi-million-dollar trust narratives on select B2B programs.
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Service Desk Team Lead

Telstra Corporation | Sydney, Australia | Mar 2013 - Jul 2018

- People manager for daily support operations on tier-1 B2B accounts; coverage, incident prioritisation, client satisfaction reporting, and vendor governance.
 - Defined and tracked operational KPIs with centre management and service delivery managers; drove automation and process fixes that reduced repeat contacts.
 - Authored work instructions, training plans, and escalation paths used across resolver groups, foundation for scalable support ops.
 - Telstra Super 50 future leaders (SLM/SDM); multiple Team of the Year awards.
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Subject Matter Expert / Service Desk Analyst

Telstra Corporation | Sydney, Australia | Jun 2011 - Mar 2013

- SME for service desk technologies; major incident facilitation and service improvement contributions.

Service Desk Analyst

Telstra Corporation | Sydney, Australia | Jan 2010 - Jun 2011

- High-volume B2B 1st/2nd level support; SLA-driven ticketing and outsourced partner coordination.

EDUCATION

- Bachelor of Information Technology (Network Engineering major), Charles Sturt University, 2007-2009
- Advanced Diploma, Telecommunications Engineering, TAFE NSW, 2006-2007
- Diploma in Management, Customer Service Institute of Australia, 2012-2013

CERTIFICATIONS

- ITIL Foundation, AXELOS (Jun 2014)

Mike is my Catholic name; formal name S.A.N. Ching. References available on request.