

Mike Ching

AI operations, B2C support & automation. Partner governance

· KPIs · agentic workflows

sujith.ching@gmail.com

+420 722 925 543

Resides in Prague, Czech Republic

Resides in Prague. Available for on-site or remote roles in the Czech Republic.

SUMMARY

Operations leader who combines tier-one customer support discipline with hands-on AI adoption. At Telstra I people-managed service desk teams on tier-one B2B accounts (including Commonwealth Bank of Australia): outsourced resolver ecosystems, SLA/KPI reporting, escalation, and continuous improvement. ITIL Foundation; Telstra Super 50 in 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. Based in Prague; seeking to own B2C support operations, AI tool governance, and cross-functional execution for a multi-product consumer portfolio.

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

PROFESSIONAL EXPERIENCE

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

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.

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.

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.
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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.
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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)

Legal name: Sujith Ayi Nung Ching. References available on request.