

Mike Ching

Customer experience operations. Process · Tooling & teams

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Resides in Prague, Czech Republic

Resides in Prague. Available for remote roles in Australia or willing to relocate for the right opportunity.

SUMMARY

Service delivery and customer operations leader with tier-one B2B experience at Telstra: people management, SLAs, escalation, multi-vendor coordination, and ITIL Foundation. Since 2018, independent consulting (60+ engagements) on operating models, process design, stakeholder communication, and accountable handover. Applying for Senior Manager, Customer Operations at Xero.

SKILLS

- Service delivery & service desk leadership (tier-1 B2B, multi-vendor resolver ecosystems)
 - People manager: coaching, KPIs, performance cycles, team utilisation
 - SLA / incident / escalation judgment; centre and SDM stakeholder communication
 - Onsite and remote support operating models; process improvement and work instructions
 - Customer satisfaction reporting; continuous improvement and service improvement plans
 - Cross-functional and vendor coordination (HP, DXC, Cisco, Accenture-style partner models)
 - Training, onboarding, and knowledge transfer for support teams
 - AI-assisted workflows for documentation, triage, and handover (human-in-the-loop on client-facing work)
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PROFESSIONAL EXPERIENCE

Service Desk Team Lead

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

- People manager for daily service desk operations on tier-1 B2B accounts; resource coverage, incident prioritisation, client satisfaction reporting.
 - Partnered with vendors and resolver groups to shorten mean time to resolve on priority incidents.
 - Monthly one-to-one reviews, metrics reviews, and performance documentation; continuous improvement culture.
 - Worked with centre management and service delivery managers on SLAs, client expectations, and escalation paths.
 - Telstra Super 50 future leaders: one-year development in service level management and service delivery management, completed while holding service desk team lead accountability.
 - Multiple Team of the Year awards; exceed/supersede performance ratings.
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Independent consulting: Service delivery, operations & stakeholder programs

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

- 60+ owner-led businesses: operating models, enquiry paths, vendor and partner coordination, and handover with clear accountability.
 - Lead cross-functional delivery across creative, technical, and field partners; schedules, communication, and adoption.
 - AI-assisted workflows for documentation, triage, and delivery checkpoints; human judgment on client-facing decisions.
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Subject Matter Expert / Service Desk Analyst

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

- SME for service desk technologies and customer-specific requirements; training plans and work instructions.
 - Major incident facilitation, SLM mitigation, service improvement contributions.
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Service Desk Analyst

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

- B2B 1st/2nd level support in high-volume contact centre; SLA-driven ticketing and resolver coordination.
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Customer-facing roles (hospitality, retail, contact centre)

Coles, Vibe Hotels, SYKES, and others | Australia | 2005 - 2011

- Foundation in front-line service, complaints, and team 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.