

Mike Ching

Operations & customer experience. Team leads · Process & KPIs

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 and people manager with Telstra service desk team lead experience: coaching, KPIs, escalation, and client satisfaction. Built processes and cross-functional delivery in consulting (60+ engagements). Comfortable leading team leads and remote teams in customer service environments. Seeking operations manager roles with ownership of structure, client communication, and continuous improvement.

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)

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.

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.

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.

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.