

Mike Ching

Customer experience operations. Process · Tooling & teams

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Resides in Prague, Czech Republic

Resides in Prague. Authorised to work in the EU. Available for remote roles across the EU.

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 Experience Operations at Zendesk.

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.