

Mike Ching

Service delivery, Customer experience. Digital operations

sujith.ching@gmail.com

+420 722 925 543

Resides in Prague, Czech Republic

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

Service delivery and customer experience leader with 10+ years in tier-one B2B ITSM, including people management for teams supporting Commonwealth Bank of Australia at Telstra. Strong in SLAs, incidents, multi-vendor coordination, and escalation with centre and service delivery management. Since 2018, independent practice for owner-led businesses (60+ engagements) in tourism, hospitality, gem trade, and professional services: enquiry workflows, operating models, and AI-assisted delivery with human judgment on client-facing work. ITIL Foundation. Seeking service delivery, customer experience, or customer operations leadership.

SKILLS

- Service delivery & operations leadership (tier-1 B2B clients, multi-vendor ecosystems)
- Customer experience & escalation judgment
- People manager and team leader: coaching, KPIs, performance cycles
- Incident / request / SLA mindset; service level & delivery partner coordination
- Stakeholder communication with centre and service delivery management
- Process improvement, training, work instructions, service improvement plans
- Positioning and clarity in customer-facing touchpoints
- Cross-functional delivery leadership through handover; AI-assisted workflows for documentation, enquiry triage, and handover (human-in-the-loop on client-facing work)

PROFESSIONAL EXPERIENCE

Independent practice: Customer experience, service delivery & digital operations

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

- 60+ owner-led businesses: from weak or no meaningful online presence to enquiry-ready brands, sites, and workflows.
- Lead cross-functional delivery: creative, technical, and field partners; schedule, communication, handover, adoption.
- AI-assisted workflows across engagements: faster documentation, enquiry triage, and delivery checkpoints; owners stay accountable for client-facing decisions.
- Tourism and hospitality, gem trade (B2B), and professional services: portfolio delivery across properties and operators; enquiry paths and partner-ready presence; outcomes include Vogue, Singapore Airlines, and national press; USD \$5M investment and market trust on one gem-trade engagement; millions in reach and national coverage (Channel 9, Today, Daily Telegraph) on one professional services program.

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.

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.