

Che Shiva

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PROFESSIONAL SUMMARY

IT Operations Manager with 14 years at AXS / AEG, leading all IT operations as the sole IT operations manager with a team of 4. Ran **weekly on-call operations** and NOC triage across **multiple sites and call centers** (Scottsdale, UK, Australia), including facilities alarms (UPS, power, cooling). Hands-on with **Windows Server, Active Directory, Group Policy, DNS, DHCP, VMware, VLANs, and firewalls**; supported AXS's migration from a data center to on-premise and AWS cloud. Owned the IT budget for two years, vendors, patching with **Tanium**, and EDR triage with **CrowdStrike**, backed by **ITIL** change control from regulated pharmaceutical IT.

CORE COMPETENCIES

Team Leadership & Hiring

On-Call, NOC & Multi-Site Operations

Incident Response & Root-Cause Analysis

Windows Server, AD & Group Policy

VMware Virtualization

DNS, DHCP, VLANs & Firewalls

Patching (Tanium) & EDR (CrowdStrike)

Budget & Vendor Management

WORK EXPERIENCE

AXS / AEG2012 - 2026 (14 years)

IT Operations Manager & Computer Engineer

Plano, TX

- Led **all of AXS IT operations as the sole IT operations manager**, with a team of 4 reporting directly - **2 service desk technicians and 2 systems administrators** - including hiring, interviewing, and working with HR on employee onboarding and offboarding.
- Ran **weekly on-call operations** for the AXS call center, and served as senior escalation point for complex hardware, software, networking, and access issues across a global live-entertainment technology platform.
- Supported IT operations across **multiple sites and call center locations**, including Scottsdale, the UK, and Australia.
- Worked in the **NOC** handling alert triage, ticket triage, and escalations; coordinated **incident response, root-cause analysis, and vendor escalations** to minimize downtime and protect business continuity.
- Monitored and responded to **facilities alarms - UPS and power, temperature and cooling** - and coordinated with facilities during power and cooling events.
- Supported AXS's **migration from a data center environment to on-premise and AWS cloud** infrastructure.
- Managed the IT budget for two years** and owned vendor management.
- Ran **endpoint patching with Tanium** and **EDR with CrowdStrike** - led the team triaging CrowdStrike alerts: investigating, isolating hosts, and closing them out. Managed IT assets in Snipe-IT and remote support through ScreenConnect.
- Led deployments, system migrations, endpoint refreshes, and process improvements across business units, maintaining operational standards and documentation across **teams and locations**.

Takeda Pharmaceuticals

c. 2007 - 2012 (5 years)

IT Operations & Systems Engineering

Chicago, IL

- Earned **ITIL** certifications and applied formal IT service management to break-fix, incident response, and **change-control** workflows.
- Built and maintained service desk processes, **runbooks**, and operational documentation for a regulated global pharmaceutical environment.
- Delivered escalation-tier executive IT support - handling high-visibility issues for senior leadership while strengthening front-line service desk operations.

Compaq Computers - The Answer Group (TAG)

c. 2002 - 2007 (5 years)

Hardware Engineering

Florida

- Hands-on **hardware engineering** - system diagnostics, builds, and repairs across desktop and laptop platforms at the OEM level as part of Compaq's technical engineering team.
- Delivered customer-facing and executive IT support, translating complex technical issues into clear communication for senior stakeholders.

SKILLS

Microsoft Stack: Windows Server, Active Directory, Group Policy, Hyper-V, Microsoft 365, Windows 10/11

Networking: DNS, DHCP, VLANs, Firewall Administration, Network Switches, Cisco Meraki

Facilities & BMS Monitoring: UPS & Power Alarms, Temperature & Cooling Alarms, Facilities Coordination

Infrastructure & Cloud: VMware, Servers, Racks, Linux, AWS, Amazon Workspaces

Security: CrowdStrike (EDR Triage & Host Isolation), Tanium (Patching), Patch Management, Identity & Access Management, Endpoint Security, PCI Compliance

IT Operations: NOC Operations, On-Call Operations, Incident Response, Snipe-IT, ScreenConnect, Asset & License Management, Vendor Management, IT Budgeting, Backups & Disaster Recovery

Hardware: System Builds, Hardware Diagnostics, AMD, Intel, Apple Hardware, Mobile Device Management

Automation: Python, Docker, Workflow Automation

EDUCATION

Applied technical education Hands-on engineering at Compaq Computers (TAG)

Continuous applied learning across three decades of production IT.

CERTIFICATIONS

ITIL - IT Service Management Framework