

Suren Jewels

Cloud Infrastructure & Systems Engineer

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Results-driven Cloud Infrastructure Engineer with 7+ years specializing in enterprise-scale deployments, security compliance (IL4/IL5, FedRAMP), and mission-critical systems. Proven track record optimizing cloud resources by 32%, delivering \$10M+ satellite infrastructure, and maintaining 99.8% availability across Fortune 500 environments.

CORE SKILLS

Cloud Platforms: Azure • AWS • GCP • Microsoft 365

Security & Compliance: IL4/IL5 • FedRAMP • BitLocker • DLP

Automation: Python • PowerShell • Terraform • Bash • SQL • C#.NET

Enterprise Tools: ServiceNow • JIRA • Active Directory • Intune

CERTIFICATIONS & EDUCATION

Cloud Architecture & Services Certificate | *Bellevue College* | **In Progress**

MS, Software Engineering • BS, Computer Science

- **AWS Cloud Practitioner • Azure Fundamentals (AZ-900) • CompTIA A+, Cloud+, Network+**
- **ITIL 4 Foundation • Terraform Associate • Microsoft 365 Administration**

PROFESSIONAL EXPERIENCE

System Development & Deployment Engineer | *Amazon*

Dec 2024-Feb 2025

- Deployed **5 EGSE satellite testing infrastructure racks** for the **\$10M+ Project Kuiper** with 100% operational readiness
- Reduced engineer onboarding time by **40%** through technical procedures and documentation
- Maintained **98% SLA compliance**, accelerating delivery **15% ahead of schedule**
- Coordinated with specialized hardware vendors, ensuring proper integration for mission-critical aerospace applications

Senior Cloud Capacity & Infrastructure Engineer | *ServiceNow*

Jul 2024-Oct 2024

- Conducted global capacity analysis for **34 PODs** across the US/CA/Europe/Australia, managing **1,000+ servers** and **2M+ daily transactions**
- Executed **250+ DARE/Clotho database server conversions**, optimizing capacity utilization by **32%**
- Reclaimed **18% underutilized cloud resources**, preventing SLA breaches while reducing over-provisioning by **20%**
- Managed dual-tier capacity pools with **300+ servers**, implementing strategic workload migrations across shared/private allocations

IT Systems & Security Analyst | ServiceNow

Dec 2023-Jun 2024

- Delivered **IL4/IL5 clearance-level** weekend support for **5,000+ government users** across 12+ federal agencies
- Managed comprehensive YubiKey provisioning (**ADM, NSC, GCC types**) with **100% security compliance**
- Provided multi-platform VDI support for **800+ remote users** across 15+ time zones with a **99.5% availability rate**
- Completed **100+ high-priority tickets**, achieving **96% customer satisfaction** and **4.2-hour resolution time**

Systems & Infrastructure Engineer | UPS

May 2021-Dec 2023

- Spearheaded network infrastructure expansion, enhancing Wi-Fi coverage and performance by **30%**
- Led VoIP modernization initiatives, replacing legacy PBX systems, reducing communication costs by **20%**
- Automated IT processes through ServiceNow integrations, reducing manual work by **30%** and resolution time by **25%**
- Maintained a **98% resolution rate** with zero major incidents during critical operational periods

Network Field Engineer | Charter Communications

Jun 2017-May 2019

- Engineered network infrastructure solutions achieving **99.2% uptime** across shared utility systems
- Completed **1,800+ installations** with **95% first-attempt resolution** and zero performance degradation
- Trained customers on dual-band wireless optimization, generating **\$240K in service upgrades**
- Maintained a **97% first-visit completion rate** with a **4.4/5 customer satisfaction score**

Hardware System Engineer | HP

Feb 2017-Jun 2017

- Diagnosed and repaired **150+ devices** with a **95% success rate** and **2.1-day average turnaround**
- Enhanced system performance by **30%** through OS reinstallation and driver optimization
- Managed **\$150K parts inventory** with **99% component availability**, reducing repair time from 3.5 to 2.8 days.

Founder & Owner, Farazware Co.

Mar 2000-Dec 2012

- Scaled IT services company achieving **100% project success rate** and **30% year-over-year growth**
- Led 8-person engineering team delivering **5,000+ system deployments** with **98% client satisfaction**

ICT Specialist & Faculty Lecturer, Province University

Sep 2006-Dec 2012

- Managed enterprise infrastructure supporting **10,000+ users** with **99.5% uptime**
- Delivered instruction to **1,000+ students annually** while mentoring **20+ technical staff**
- Earned the **"IT Professor of the Year"** award for 3 consecutive years

Business Systems Analysis Team Lead, Douran DP Group

Feb 2002-Aug 2006

- Led City of Tehran **GIS modernization** and municipal automation initiatives, reducing processing times by **40%**
- Managed multi-million dollar public sector ERP implementations with **95%+ stakeholder satisfaction**
- Directed enterprise ERP and business automation affecting **2M+ residents** across 15+ government agencies

ADDITIONAL INFORMATION

Clearance: U.S. Citizen | Active Public Trust (Confidential) | Willing to pursue TS/SCI clearance