

Suren Jewels

Cloud Infrastructure • SRE • Security Engineer

Azure • AWS • GCP | Automation • Zero Trust • Platform Engineering | Applied ML (UW)

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Portfolio: suren-jewels.github.io/ • LinkedIn: linkedin.com/in/Suren-Jewels/ • GitHub Scripts-Toolkit: github.com/Suren-Jewels/Scripts-Toolkit

Cloud Infrastructure, SRE, and Security Engineer with experience delivering **secure, scalable, and highly available systems** across *aerospace, federal, and enterprise environments*. Designs and operates *hybrid and multi-cloud platforms* (Azure, AWS, GCP), automates *infrastructure and operations* using Terraform, Python, and PowerShell, and implements *Zero Trust–aligned security controls* for IL4/IL5 and production fleets.

Led high-impact initiatives in *satellite test infrastructure* (Amazon Kuiper), IL4/IL5 secure access platforms (federal), and *hybrid cloud capacity optimization* (ServiceNow), improving **utilization, reliability, and onboarding speed** across 1000+ servers and 500+ users.

Currently contributing to applied machine learning platform integration at the *University of Washington*, connecting *ML workflows* with **secure, scalable infrastructure**.

TECHNICAL SKILLS & COMPENTENCIES MATRIX

Cloud Platforms	Automation / IaC	Security & Compliance	Systems & Platforms
AWS	Terraform (Practical + cert)	FedRAMP IL4/IL5	VMware
Azure	Python	PAM / MFA	AD / Entra ID
GCP	PowerShell	Zero Trust	DNS / DHCP
Microsoft 365	GitHub Actions	VPN, IAM	Intune / Jamf
Monitoring & Alerting	CI/CD pipelines	Compliance Controls	Windows / Linux
Containers / Docker (<i>Familiar</i>)	IaC (<i>Familiar</i>)	TLS cert mgmt. (<i>Familiar</i>)	VDI / Remote Access
Kubernetes (<i>Familiar</i>)	Automation workflows	Endpoint security	Backup / DR strategies
Scripts-Toolkit (Terraform • Python • PowerShell • Bash • JSON • YAML)			

SELECT IMPACT

- Recovered **\$2M+** in unused assets while optimizing **1000+ servers** across hybrid cloud fleets
- Reduced onboarding and deployment time by **40%** through automation and standardized workflows
- Increased device and account provisioning speed by **45%** using Intune, Jamf, and workflow automation
- Delivered **enterprise-grade uptime (99.8%)** for federal and production environments across IL4/IL5 and hybrid cloud systems

CERTIFICATIONS

- | | |
|--|---|
| <ul style="list-style-type: none">AWS Cloud PractitionerAzure FundamentalsGoogle Cloud Platform for Enterprise EssentialsTerraform AssociateCompTIA Cloud+Microsoft 365 Administrator | <ul style="list-style-type: none">ITIL 4 FoundationLinux & Ubuntu AdministrationPython AutomationPowerShell AutomationDevOps IaC (<i>In Progress</i>) |
|--|---|

PROJECTS

[Scripts-Toolkit](#) - **Automation & Utility Scripts (Python + PowerShell)** A curated collection of automation tools for cloud, security, and systems engineering workflows. Includes modules for log parsing, bulk operations, environment validation, and admin utilities. Demonstrates practical scripting, documentation quality, and reusable engineering patterns.

GitHub: github.com/Suren-Jewels/Scripts-Toolkit

EDUCATION

- Machine Learning Program – [University of Washington](#), Seattle Campus, WA
- Cloud Architecture & Services – [Bellevue College](#), Bellevue, WA
- M.S. Software Engineering – [IUST](#), Tehran, Iran
- B.S. Computer Science – [Arak University of Technology](#), Arak, Iran

PROFESSIONAL EXPERIENCE

Continuing Education & Professional Development | [Bellevue College](#) & [University of Washington](#)

Feb 2025 – Present

- Focused on advanced cloud architecture, applied machine learning, and secure infrastructure practices while completing academic coursework and professional upskilling.

System Development & Deployment Engineer | Amazon Leo (Project Kuiper)

Dec 2024 – Feb 2025 / Contract

- Deployed EGSE racks supporting satellite test environments across Linux and Windows platforms
- Authored step-by-step readiness and validation documentation adopted across **8 deployment phases**
- Reduced onboarding time **40%** by standardizing validation, build, and deployment procedures
- Enabled cross-team adoption by creating repeatable configuration and workflow standards

Senior Cloud Capacity & Infrastructure Engineer | ServiceNow

Jul 2024 – Oct 2024 / Contract

- Managed **1000+ servers** across **34 PODs** in hybrid production environments
- Improved utilization and capacity planning **32%**, preventing infrastructure overrun
- Identified inactive assets and recovered **\$2M+** in unused hardware and licenses
- Stabilized RHEL8 upgrade path by diagnosing and resolving deployment defects
- Sustained **99.8% uptime** across shared and private server pools

IT Systems & Security Analyst | ServiceNow

Dec 2023 – Jun 2024 / Contract

- Supported IL4/IL5 secure environments for **500+ federal users**
- Accelerated device and account provisioning **45%** using Intune, Jamf, and workflow automation
- Resolved **1200+ escalations**, maintaining **99.8% uptime** for critical access services
- Implemented MFA, PAM, VPN, and compliance controls aligned to FedRAMP requirements

Systems & Infrastructure Engineer | UPS (United Parcel Services)

May 2021 – Dec 2023 / Full-time

- Modernized Wi-Fi and VoIP services across **10 sites**, improving reliability and performance
- Led **15+ IT projects**, negotiating vendor contracts that saved **\$800K**
- Resolved **200+ critical infrastructure incidents**, improving MTTR and overall uptime
- Authored **15+ IT policies** enforcing governance and compliance for **10000+ users**

Network Field Engineer | Charter Communication (Spectrum)

Jun 2017 – May 2019 / Full-time

- Delivered cable and network infrastructure upgrades valued at **\$240K**
- Achieved **95% first-attempt fix rate** across **300+ monthly tickets**
- Trained junior technicians on installation and diagnostics procedures

Early Career Highlights

- Founded [IT consultancy](#) delivering **5000+ deployments**, leading a team of **8** with **98% customer satisfaction**
- Led multi-million-dollar [ERP modernization and GIS integration](#) with **96% data accuracy**.
- [Taught IT courses](#) to **900+ students/semester**, designing **25+ lab modules** that improved completion rates **22%**