# 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 (*Familiar*) | IaC (*Familiar*) | TLS cert mgmt. (*Familiar*) | VDI / Remote Access |
| Kubernetes (*Familiar***)** | 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

- AWS Cloud Practitioner
- Azure Fundamentals
- Google Cloud Platform for Enterprise Essentials
- Terraform Associate
- CompTIA Cloud+
- Microsoft 365 Administrator
- ITIL 4 Foundation
- Linux & Ubuntu Administration
- Python Automation
- PowerShell Automation
- DevOps IaC *(In Progress)*

## 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.

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

**ServiceNow | Senior Cloud Capacity & Infrastructure Engineer**   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

**ServiceNow | IT Systems & Security Analyst**   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

**UPS | Systems & Infrastructure Engineer**   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**

**Charter Communication | Network Field Engineer**   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 + networking to **900+ students/semester**, designing **25+ lab modules** that improved completion rates **22%**

**Languages:** English (Fluent) | Persian (Native) | Turkish (Fluent)