

# SUREN JEWELS

## Cloud Infrastructure • Site Reliability Engineer • Security Engineering

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Cloud Infrastructure and Security Engineer with 7+ years delivering secure, scalable, highly available systems across AWS, Azure, and GCP. Led initiatives improving infrastructure utilization 32%, recovering \$2M in unused assets, and maintaining 99.8% uptime for federal IL4/IL5 and enterprise production environments. Expert in Infrastructure as Code (Terraform), automation (Python, PowerShell), Zero Trust architecture, and hybrid cloud operations serving 10000+ users across aerospace, federal, and enterprise sectors.

### TECHNICAL COMPETENCIES MATRIX

Cloud Platforms	Automation & IaC	Security & Compliance	Systems & Platforms
<ul style="list-style-type: none"><li>• AWS</li><li>• Azure</li><li>• GCP</li><li>• Microsoft 365</li><li>• Hybrid Cloud Architecture</li></ul>	<ul style="list-style-type: none"><li>• Terraform (Certified)</li><li>• Python Automation</li><li>• PowerShell</li><li>• GitHub Actions</li><li>• CI/CD Pipelines</li></ul>	<ul style="list-style-type: none"><li>• FedRAMP IL4/IL5</li><li>• Zero Trust Architecture</li><li>• IAM &amp; PAM</li><li>• MFA &amp; VPN</li><li>• Compliance Controls</li></ul>	<ul style="list-style-type: none"><li>• VMware &amp; VDI</li><li>• Windows / Linux</li><li>• AD / Entra ID</li><li>• Intune / Jamf</li><li>• Docker / Kubernetes</li></ul>

### KEY ACHIEVEMENTS

- **Recovered \$2M+ in unused assets** while optimizing 1000+ servers across hybrid cloud environments
- **Reduced deployment time 40%** through automation and standardized IaC workflows
- **Increased provisioning speed 45%** using Intune, Jamf, and automated endpoint workflows
- **Improved capacity planning 32%** preventing infrastructure overruns across 34 production PODs
- **Sustained 99.8% uptime** for federal IL4/IL5 and enterprise production environments serving 10000+ users

### PROFESSIONAL EXPERIENCE

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

Dec 2024 – Feb 2025 | Contract

- Deployed satellite test infrastructure (EGSE racks) across Linux and Windows environments supporting Amazon's satellite program
- Reduced onboarding time 40% by creating standardized validation and deployment procedures adopted across 8 phases
- Authored repeatable configuration standards enabling cross-team adoption and reducing deployment errors
- Delivered step-by-step readiness documentation improving team efficiency and reducing knowledge transfer bottlenecks

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

Jul 2024 – Oct 2024 | Contract

- Managed 1000+ servers across 34 PODs in hybrid production environments, optimizing resource allocation and fleet operations
- Improved capacity planning 32% through proactive monitoring, preventing infrastructure overruns and service degradation
- Recovered \$2M+ in unused hardware and licenses by identifying and decommissioning inactive assets across the fleet
- Diagnosed and resolved RHEL8 upgrade defects, stabilizing deployment pipelines and ensuring OS migration success
- Maintained 99.8% uptime across shared and private server pools supporting critical enterprise workloads

## **IT Systems & Security Analyst | ServiceNow**

Dec 2023 – Jun 2024 | *Contract*

- Supported IL4/IL5 FedRAMP secure environments for 500+ federal users, ensuring compliance with federal security requirements
- Accelerated device and account provisioning 45% using Intune, Jamf, and automated workflows reducing onboarding friction
- Resolved 1200+ escalations while maintaining 99.8% uptime for critical access services including VPN, MFA, and PAM
- Implemented Zero Trust controls aligned to FedRAMP requirements including MFA, PAM, VPN, and endpoint compliance

## **Systems & Infrastructure Engineer | UPS (United Parcel Services)**

May 2021 – Dec 2023 | *Full-time*

- Modernized Wi-Fi and VoIP infrastructure across 10 sites, improving network reliability and call quality for operations teams
- Led 15+ IT infrastructure projects, negotiating vendor contracts that saved \$800K in annual operational costs
- Resolved 200+ critical infrastructure incidents, improving MTTR and overall system uptime for 10000+ users
- Authored 15+ IT governance policies enforcing compliance and security standards across the enterprise environment

## **Network Field Engineer | Charter Communication (Spectrum)**

Jun 2017 – May 2019 | *Full-time*

- Delivered cable and network infrastructure upgrades valued at \$240K, expanding service coverage and capacity
- Achieved 95% first-attempt fix rate across 300+ monthly service tickets, exceeding departmental performance targets
- Trained junior technicians on installation procedures and diagnostic workflows, improving team capability and consistency

## **Early Career Highlights**

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

## **EDUCATION**

**Machine Learning Program** — [University of Washington](#), Seattle, 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

## **CERTIFICATIONS**

- |                             |                               |                            |
|-----------------------------|-------------------------------|----------------------------|
| • AWS Cloud Practitioner    | • Terraform Associate         | • ITIL 4 Foundation        |
| • Azure Fundamentals        | • CompTIA Cloud+              | • Linux & Ubuntu Admin     |
| • GCP Enterprise Essentials | • Microsoft 365 Administrator | • DevOps IaC (In Progress) |
| • Python Automation         | • PowerShell Automation       |                            |

## **TECHNICAL PROJECTS**

**Scripts-Toolkit** — **Automation & Utility Scripts** (Python + PowerShell)

Curated collection of automation tools for cloud, security, and systems engineering workflows. Includes modules for log parsing, bulk operations, environment validation, and administrative utilities. Demonstrates practical scripting patterns, clean documentation, and reusable engineering practices.

GitHub: [github.com/Suren-Jewels/Scripts-Toolkit](https://github.com/Suren-Jewels/Scripts-Toolkit)