

Suren Jewels

Cloud Infrastructure Engineer | Aerospace Systems Engineer | Secure Automation Specialist

Greater Seattle Area, WA | U.S. Citizen | +1(206)356-6900 | [Gmail](#) | [LinkedIn](#) | [GitHub](#) | [Portfolio](#)

Cloud Infrastructure & Systems Engineer with *10+ years of experience* delivering **secure, scalable environments** across AWS, Azure, and Microsoft 365. Led infrastructure for **Amazon’s Kuiper satellite initiative**, enabling EGSE automation and *98% SLA compliance*. Managed *1,000+ servers* across *34 global PODs* at **ServiceNow**, optimizing capacity by 32%. Delivered **IL4/IL5 support** for *5,000+ federal users*, integrating **FedRAMP, NIST**, and secure automation standards. Maintains a **GitHub portfolio** focused on **real-world impact** and is currently advancing *Machine Learning studies* to expand **cloud intelligence capabilities**.

CORE SKILLS

- Cloud Platforms:** Azure • AWS • GCP • Microsoft 365
- Security & Compliance:** IL4/IL5 • FedRAMP • BitLocker • DLP • Zscaler zero trust • MFA • Okta • PAM
- Automation & Scripting:** Python • PowerShell • Terraform • Bash • SQL • C#.NET • Prompt Engineering
- Enterprise Tools & Collaboration:** Active Directory • GitHub • Intune • Jamf • Trello • Confluence • Quip
- Virtualization & Infrastructure:** VDI • Citrix • VMware
- Networking:** DHCP/DNS • TCP/IP • VoIP • VPN
- Project & Service Management:** ServiceNow • JIRA • SIM Ticketing • Kanban • Agile • SmartSheet

EDUCATION & CONTINUOUS LEARNING

Machine Learning Program – In Progress, Washington University, WA	(Fall 2025–Present)
Cloud Architecture & Services – In Progress, Bellevue College, WA	(May 2025–Present)
Master of Science – Software Engineering, IUST, Tehran, Iran	(2004–2007)
Bachelor of Science – Computer Science, University of Arak, Markazi, Iran	(1999–2004)

CERTIFICATIONS

- AWS Cloud Practitioner • Microsoft Azure Fundamentals • Terraform Associate (AWS) • CompTIA Security+ (*In Progress*) • Microsoft 365 Administration • Automation with Python & PowerShell • DevOps: Infrastructure as Code CompTIA Cloud+ • Linux: Essential Commands & Administration

PROFESSIONAL EXPERIENCE

Amazon – System Development & Deployment Engineer	Dec 2024-Feb 2025
Delivered EGSE infrastructure for Kuiper (\$10M+), automating rack provisioning and achieving 98% SLA compliance	
ServiceNow – Senior Cloud Capacity & Infrastructure Engineer	Jul 2024-Oct 2024
Managed 1,000+ servers across 34 PODs; optimized capacity by 32% and reclaimed 18% unused resources	
ServiceNow – IT Systems & Security Analyst	Dec 2023-Jun 2024
Supported 5,000+ federal users across 12+ agencies with IL4/IL5 compliance; resolved 1,200+ tickets with 99% SLA	
UPS – Systems & Infrastructure Engineer	May 2021-Dec 2023
Modernized VoIP and Wi-Fi across 200+ sites, reducing costs by 20% and automating IT workflows via ServiceNow	
Charter Communications – Network Field Engineer	Jun 2017-May 2019
Delivered 1,800+ installs with 99.2% uptime and \$240K in upgrades via wireless optimization	
Multiple Universities – ICT Specialist & Faculty Lecturer	Sep 2006-Dec 2012
Managed infrastructure for 10K+ users; mentored 20+ staff and earned “IT Professor of the Year” 3x	
Douran DP Group – Business Systems Analysis Team Lead	Feb 2002-Aug 2006
Led GIS and ERP modernization for 2M+ residents across 15+ agencies, cutting processing time by 40%	
Farazware Co. – Founder & Owner	Mar 2000-Dec 2012
5,000+ deployments, 98% client satisfaction, and 30% YoY growth	