# Suren Jewels

**Cloud Infrastructure & Systems Engineer**

SurenJewelsPro@gmail.com |206-486-2676 | https://LinkedIn.com/in/Suren-Jewels/ | Bellevue, WA
Portfolio: GitHub.com/Suren-Jewels — Automation scripts, deployment documentation, Outcomes

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

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## ADDITIONAL INFORMATION

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