Suren Jewels

Cloud Infrastructure & Systems Engineer

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TECHNICAL FOCUS AREAS

Cloud Infrastructure • Secure Systems • Agile/Scrum/Lean/Six-Sigma • Identity & Access Management • Automation & Scripting • Compliance & Auditing • Technical Support • Business System Analyze • Project Lead

KEY TECHNOLOGIES

Cloud Platforms: Microsoft 365, SharePoint, Azure, AWS, GCP *(working knowledge)*
Security & Compliance: IL4/IL5, FedRAMP, NIST, BitLocker, DLP, CrowdStrike
IAM & Access: Okta, YubiKey, MFA, Active Directory, PAM
Automation: Python, PowerShell, Bash, SQL, C#.NET, Puppet
Tools: ServiceNow, JIRA, Intune, Jamf, Confluence, Zscaler, Quip, Citrix
Virtualization & Networking: VMware, VDI, VPN, TCP/IP, DNS, DHCP, VoIP

EDUCATION

• **Cloud Architecture & Services Certificate**, *Bellevue College - **In Progress***

• **Master of Science, Software Engineering** • **Bachelor of Science, Computer Science**

CERTIFICATIONS

AWS Cloud Practitioner • Azure Fundamentals (AZ-900) • CompTIA A+, Cloud+, Network+ • ITIL 4 Foundation • Microsoft 365 Administration • Terraform Associate • Advanced PowerShell for AD Automation • SharePoint Online Essential • Ubuntu Linux Essential Commands • Agile Core Fundamentals

PROFESSIONAL EXPERIENCE

System Development & Deployment Engineer, *Amazon*   Dec 2024 - Feb 2025
- Deployed **5 EGSE satellite testing infrastructure racks** across one facility for **$10M+ Project Kuiper**
- Authored **5+ technical procedures**, reducing engineer onboarding time by **40%** for **15+ team members**
- Maintained **98% SLA compliance** managing **20+ system metrics** and **15+ weekly deployment tickets**
- Collaborated with **3+ cross-functional stakeholders**, reducing rework cycles by **35%** through agile workflows

Senior Cloud Capacity & Infrastructure Engineer, *ServiceNow*   Jul 2024 - Oct 2024
- Conducted global capacity analysis for **34 PODs** across US, CA, Europe, and Australia, managing **1,000+ servers** and **2M+ daily transactions** • Executed **250+ specialized DARE/Clotho database server conversions** and optimized capacity utilization by **32%** • Managed dual-tier capacity pools with **300+ servers**, implementing strategic workload migrations across shared and private allocations • Performed weekly cleanup of **3,000+ stale applications and ports**, maintaining **99.8% system availability**
- Delivered **90+ daily capacity reports** across **three global shifts**, ensuring seamless operational transitions

IT Systems & Security Analyst, *ServiceNow*   Dec 2023 - Jun 2024
- Delivered **IL4/IL5 clearance-level** weekend support for GCC/NSC environments serving **5,000+ government users** across **12+ federal agencies** • Managed comprehensive YubiKey provisioning **(ADM, NSC, GCC types)** with **100% security compliance** for government authentication systems • Provided multi-platform VDI support for **800+ remote users** across **15+ time zones** with **99.5% availability rate** • Completed **100+ high-priority tickets** within two weeks, achieving **96% customer satisfaction** and **4.2-hour resolution time** • Managed Active Directory provisioning for **150+ quarterly new employees** and **200+ laptop deployments** across government cloud environments • Administered IT policy enforcement for **3,000+ user accounts** with **100% compliance rate** across **$50M+ annual contracts**

Systems & Infrastructure Engineer, *UPS*   May 2021 - Dec 2023

• Spearheaded network infrastructure expansion across multiple distribution hubs, enhancing Wi-Fi coverage and performance by **30%** • Led modernization initiatives replacing legacy PBX systems with VoIP solutions, reducing communication costs by **20%** • Automated IT processes through ServiceNow integrations, reducing manual work by **30%** and ticket resolution time by **25%** • Managed specialized logistics equipment, including SICK-EDS laser scanners and Zebra printer fleet across North/West US operations • Delivered comprehensive remote support, maintaining a **98% ticket resolution rate** with zero major incidents during critical 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 perfect engineering record with **97% first-visit completion rate** and **4.4/5 customer satisfaction**

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** • Reduced repair turnaround time from 3.5 to 2.8 days through process improvements

SELECTED EARLIER EXPERIENCE

Founder & Owner, *Farazware Co.*   Mar 2000 – Dec 2012

• Built and scaled an IT services company with an **8-person engineering team** across healthcare and academic sectors

ICT Specialist & Faculty Lecturer, *Province University*   Sep 2006 - Dec 2012

• Managed enterprise infrastructure and delivered academic instruction with staff mentoring

Business Systems Analysis Team Lead, *Douran DP Group*   Feb 2002- Aug 2006

• Led public-sector ERP modernization and digital transformation initiatives

KEY ACHIEVEMENTS & PROJECTS

• **Enterprise Cloud Optimization:** Reclaimed **18% of underutilized cloud resources** and reduced over-provisioning by **20%** across global infrastructure, preventing SLA breaches while optimizing operational spend for Fortune 500 client environments.

• **Entrepreneurial Leadership:** Founded and scaled Farazware Co. for **12 years**, achieving a **100% project success rate**, **30% year-over-year growth**, and **98% client satisfaction** across **5,000+ system deployments** while leading an **8-person engineering team**.

• **Academic & Infrastructure Excellence:** Managed enterprise IT systems supporting **10,000+ users** with **99.5% uptime**, while delivering instruction to **1,000+ students annually** and mentoring 20+ technical staff, earning "IT Professor of the Year" 3 consecutive years.

• **Public Sector Innovation:** Led City of Tehran **GIS modernization** and municipal automation initiatives, reducing administrative processing times by **40%** with **95%+ stakeholder satisfaction** across multi-million dollar contracts.

• **Mission-Critical Satellite Operations:** Delivered **100% operational readiness** for Amazon's Project Kuiper EGSE infrastructure with **zero downtime**, accelerating project delivery **15% ahead of schedule** through strategic deployment and process standardization.

ADDITIONAL INFORMATION

• **Clearances:** U.S. Citizen | Active Public Trust | TS/SCI Eligible | Willing to undergo FS Polygraph
• **Languages:** English (Fluent), Persian (Native), Turkish (Fluent)