

Suren Jewels

Cloud Infrastructure & Systems Engineer | Secure Automation | Aerospace & Federal Support

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As a Cloud Infrastructure & Systems Engineer, I have spent over a decade delivering secure and scalable environments across AWS, Azure, and Microsoft 365. Led EGSE automation for Amazon Kuiper, achieving **98% SLA**; optimized **1,000+ servers** at ServiceNow with **32% capacity improvement**; and supported **500+ federal users** with IL4/IL5 compliance. Currently expanding expertise in machine learning.

CORE SKILLS

- **Cloud Platforms:** AWS • Azure • GCP • Microsoft 365 • Exchange Online • SharePoint • Teams
- **Security & Compliance:** IL4/IL5 • FedRAMP • BitLocker • DLP • Zscaler • MFA • Okta • PAM • CrowdStrike
- **Automation & Development:** Python • PowerShell • Terraform • Bash • SQL • C#.NET • Prompt Engineering
- **Infrastructure:** Active Directory • VMware vSphere • Citrix • VDI • DHCP/DNS • TCP/IP • VoIP • VPN
- **Enterprise Tools:** ServiceNow • JIRA • GitHub • Intune • Jamf • Confluence • Quip • SmartSheet • Trello
- **Specialized Equipment:** EGSE • ATE • KTE • KIM • PostgreSQL • DARE • Clotho • Zebra Printers • Honeywell Scanners

EDUCATION

- *Machine Learning Program* – Washington University, WA (Fall 2025–Present)
- *Cloud Architecture & Services* – Bellevue College, WA (May 2025–Present)
- **M.S. Software Engineering** – IUST, Tehran, Iran (2004–2007)
- **B.S. Computer Science** – University of Arak, Iran (1999–2004)

CERTIFICATIONS

AWS Cloud Practitioner • Microsoft Azure Fundamentals • Terraform Associate • Microsoft 365 Administration • Python & PowerShell Automation • DevOps Infrastructure as Code • CompTIA Cloud+ • Linux Administration • CompTIA Security+ (In Progress) • ITIL® 4 Foundation • Windows Server 2025 • Ubuntu Linux Essentials

PROFESSIONAL EXPERIENCE

Amazon – System Development & Deployment Engineer

Dec 2024-Feb 2025 | Contract

Tech Stack: Linux ATE, Windows KTE, EGSE, SmartScreen, SIM Ticketing, Jira, Confluence, Quip.

- Deployed **5 EGSE racks** for Project Kuiper, supporting the **\$10M+ constellation program**.
- Achieved **100% system readiness** for satellite testing with **Linux ATE**, **Windows KTE**, and **Linux EGSE** servers.
- **Developed 5+ deployment procedures**, reducing engineer onboarding by **40%** for **15+ team members**.
- Created **12 compliance checklists** covering security protocols, achieving zero critical findings across **4 quarterly reviews**.
- Sustained a **98% resolution rate** using **SmartScreen** and **SIM ticketing** across **20+ system metrics**.
- Collaborated with cross-functional teams leveraging **Jira**, reducing rework cycles by **35%** through **8 deployment phases**.

ServiceNow – Senior Cloud Capacity & Infrastructure Engineer

Jul 2024-Oct 2024 | Contract

Tech Stack: ServiceNow Platform, RHEL8, POD Control, DBI, CMDB, Shared/Private Pools, Capacity Planning.

- Administered **1,000+ servers** across **34 PODs** for US, Canada, Europe, and Australia production environments.
- Optimized capacity by 32% and reclaimed 18% unused resources through systematic verification.
- Transitioned **200+ servers** from Hold to Ready status while recovering **75+ underutilized servers**.
- Conducted cleanup on **3,000+ stale ports** and **500+ DBI entries** weekly, sustaining **99.8% availability**.
- Orchestrated decommissioning of **150+ servers** following protocols, recovering **\$2M+ in assets**.
- Oversaw **300+ reserve pool servers** through strategic allocation across shared and private tiers.
- Resolved **20+ weekly incidents** with a **5.5-hour average resolution** during **RHEL8** upgrades affecting **800+ servers**.

ServiceNow – IT Systems & Security Analyst

Dec 2023-Jun 2024 | Contract

Tech Stack: Azure Active Directory, YubiKey, VDI (SNCA/v2/v3), Intune, Jamf, M365, Citrix, Zscaler, GlobalProtect, FedRAMP, NIST.

- Delivered IL4/IL5 technical support for **5,000+ government users** across **12+ federal agencies**.
- Administered **YubiKey** provisioning (ADM, NSC, GCC) with 2-factor authentication, ensuring **100% security compliance**.
- Facilitated **800+ remote users** through **VDI architecture**, sustaining **99.5% availability** across **25+ applications**.

- Supervised **\$2M+ in IT equipment** as an inventory management team member across **8 locations**.
- Operated IDF/MDFs and **20 Zoom rooms** with **DTEN** and **NeatPads**, achieving **99.8% uptime**.
- Addressed **100+ high-priority tickets** in two weeks with **96% satisfaction** and **4.2-hour resolution**.
- Provisioned **150+ employee accounts** quarterly with **200+ device deployments** using **Intune** and **Jamf**.
- Handled **1,200+ escalations** with **99.2% SLA compliance**, improving response times by **45%**.

UPS – Systems & Infrastructure Engineer

May 2021-Dec 2023 | Full-time

Tech Stack: VoIP Systems, Wi-Fi Infrastructure, Security Cameras, Network Management, IT Policy Framework.

- Modernized VoIP and Wi-Fi across **10 sites**, reducing costs by **20%**.
- Directed **15+ IT projects** valued at **\$1.8M** while overseeing an **\$800K operational budget**, saving **18% annually**.
- Led **12 technicians** and coordinated with **25+ university departments**.
- Resolved **200+ annual incidents** with **3.2-hour average resolution**.
- Established **15+ IT policies** ensuring compliance for **10,000+ users** with **100% audit success**.
- Negotiated **\$800K+ vendor contracts** with **10+ technology providers**.

Charter Communications – Network Field Engineer

Jun 2017-May 2019 | Full-time

Tech Stack: RF Analysis, Cable Infrastructure, Network Diagnostics, DOCSIS, Router/Modem Configuration.

- Delivered **1,800+ installations** with **99.2% uptime** and **\$240K** in upgrades.
- Engineered network solutions with ground-based and aerial installations achieving **99.2% reliability**.
- Executed **200+ specialized implementations** with **100% compliance** and zero impact claims.
- Conducted **RF analysis** ensuring service within the **-7 dBmV to +7 dBmV range**.
- Accomplished **95% first-attempt resolution** for **300+ monthly issues** with **3.2-hour restoration**.
- Generated **\$240K in upgrades**, achieving **89% retention** through technical consultation.
- Trained **8+ junior engineers**, reducing ramp-up time by **20%**.

Multiple Universities – ICT Specialist & Faculty Lecturer

Sep 2006-Dec 2012 | Full-time

Tech Stack: Network Infrastructure, Windows/Linux Servers, Firewalls, Active Directory, VMware, UPS Systems.

- Administered infrastructure for **10,000+ users** and earned "IT Professor of the Year" **3 times**.
- Supervised **25+ network segments**, **150+ servers**, and **20+ firewalls**, achieving **99.2% uptime**.
- Instructed **900+ students** per semester across **6 courses** with a **94% pass rate** and a **4.6/5 rating**.
- Designed **25+ laboratory modules** and trained **150+ staff** annually.
- Implemented a feedback system reaching **900+ students**, improving satisfaction by **15%** and completion by **22%**.
- Controlled a **\$2.5M infrastructure budget** and secured **\$2M+ investments**.

Douran DP Group – Business Systems Analysis Team Lead

Feb 2002-Aug 2006 | Full-time

Tech Stack: GIS Systems, ERP Integration, C#.NET, J2EE, SQL Server, RUP/UML, Oracle Database.

- Led GIS and ERP modernization for **2M+ residents**, reducing processing time by **40%**.
- Coordinated teams across **15+ agencies**, ensuring system integration.
- Directed **8+ analysts** and contributed to talent acquisition.
- Enhanced data accuracy from **78% to 96%** and improved audit traceability by **65%**.
- Sustained **100% compliance** across **\$10M+ annual operations**.
- Delivered **95%+ stakeholder satisfaction** across **\$2.5M contracts**.

Farazware Co. – Founder & Owner

Mar 2000-Dec 2012 | Entrepreneur

Tech Stack: Custom Software Development, CRM Systems, DSS, ERP Implementation, Database Design.

- Built a technology consulting company with **5,000+ deployments** and **98% client satisfaction**.
- Executed **20+ projects** valued at **\$1.2M**, serving **150+ clients** with **30% YoY growth**.
- Constructed **3,500+ custom systems** with an **18-month average lifespan**.
- Generated **\$2.8M in revenue** leading **8 engineers**, improving efficiency by **35%**.
- Negotiated vendor partnerships, reducing costs by **15%**.

ADDITIONAL INFORMATION

- **Languages:** English (*Fluent*) | Persian (*Native*) | Turkish (*Fluent*)
- **Recognition:** IT Professor of the Year (*3 consecutive years*) | Chess Competition 2nd Place (*1996*)
- **Authorization:** U.S. citizen, no sponsorship required
- **Professional references** may know me by my former name: **Saeid "Sid" Javaherian**.