Suren Jewels

Cloud Infrastructure & Systems Engineer

SurenJewelsPro@gmail.com |206-356-6900| 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