Suren Jewels

Cloud & Infrastructure Engineer | Security + Automation | AWS / Azure / Terraform

Builds secure, automated cloud infrastructure at scale—known for fast onboarding, documentation excellence, and systems that "just work."

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GitHub: github.com/Suren-Jewels • Portfolio: suren-jewels.github.io/ • LinkedIn: linkedin.com/in/Suren-Jewels/

Cloud & Infrastructure Engineer with experience scaling secure hybrid and multi-cloud environments across AWS, Azure, and GCP. Automates deployments and operational workflows using Terraform, Python, and PowerShell. Delivers high-availability systems, compliance-driven access, and capacity optimization across large production fleets (1,000+ servers). Currently contributing to ML platform integration work at the University of Washington.

TECHNICAL SKILLS MATRIX

Cloud Platforms	Automation / IaC	Security & Compliance	Systems & Platforms
AWS	Terraform	FedRAMP IL4/IL5	VMware
Azure	Python	PAM / MFA	AD / Entra ID
GCP	PowerShell	Zero Trust	DNS / DHCP
Microsoft 365	GitHub Actions	VPN, IAM	Intune / Jamf
Containers / Docker	CI/CD pipelines	Compliance Controls	Windows / Linux
Kubernetes (learning)	Infrastructure as Code (IaC)	TLS cert mgmt	VDI / Remote Access
Monitoring & Alerting	Automation workflows	Endpoint security	Backup / DR strategies

SELECT IMPACT

- Recovered $2M+ in unused assets while optimizing 1000+ servers
- Reduced onboarding and deployment time by 40% through automation and standardized workflows.
- Increased deployment speed 45% by automating account and device provisioning.
- Delivered enterprise-grade uptime for federal + production environments across hybrid cloud fleets.

CERTIFICATIONS

AWS Cloud Practitioner • Azure Fundamentals • Terraform Associate • CompTIA Cloud+
Microsoft 365 Administrator • Linux Administration • Ubuntu Essentials
ITIL 4 Foundation • Python + PowerShell Automation • DevOps IaC (in progress)

EDUCATION

- **Machine Learning Program** – University of Washington, *WA*
- **Cloud Architecture & Services** – Bellevue College, *WA*
- **M.S. Software Engineering** – IUST, *Tehran, Iran*
- **B.S. Computer Science** – University of Arak, *Iran*

RECENT WORK

Amazon Leo (Project Kuiper) | System Development & Deployment Engineer   Dec 2024 – Feb 2025 | Contract

- Deployed EGSE racks supporting satellite test environments across Linux + Windows.
- Authored step-by-step readiness + validation docs used across **8** deployment phases.
- Cut onboarding time **40%** by creating repeatable validation docs and deployment procedures.
- Enabled cross-team adoption by standardizing config + build workflows.

ServiceNow | Senior Cloud Capacity & Infrastructure Engineer   Jul 2024 – Oct 2024 | Contract

- Managed **1000+ servers across 34 PODs** in hybrid production fleet.
- Improved utilization and capacity planning **32%**, preventing infrastructure overrun.
- Identified inactive assets + recovered **$2M+ in unused hardware + licenses**.
- Troubleshot RHEL8 upgrade defects + stabilized deployment path for global teams.
- Sustained **99.8% uptime** across shared and private server pools.

ServiceNow | IT Systems & Security Analyst
Dec 2023 – Jun 2024 | Contract

- Supported IL4/IL5 secure environments for **500+ federal users**.
- Accelerated device and account provisioning **45%** using Intune + Jamf automation.
- Responded to **1200+ escalations** and sustained **99.8% uptime** for critical access services.
- Implemented MFA, PAM, VPN, compliance controls aligned to FedRAMP.

UPS | Systems & Infrastructure Engineer
May 2021 – Dec 2023 | Full-time

- Modernized Wi-Fi/VoIP services across **10 sites**, improving quality + reliability.
- Led **15+ IT projects**, negotiated vendor contracts saving **$800K** total.
- Resolved **200+ critical infrastructure incidents**, improving MTTR and uptime.
- Authored **15+ IT policies** enforcing governance + compliance for **10000+ users**.

Charter Communication | Network Field Engineer
Jun 2017 – May 2019 | Full-time

- Delivered cable + network infrastructure upgrades valued at **$240K**.
- Achieved **95% first-attempt fix rate** across **300+ monthly tickets**.
- Trained junior techs on installation + diagnostics procedures.

Early Career Highlights (selected)

- Founded IT consultancy delivering **5000+ deployments**, leading team of 8; achieved 98% customer satisfaction.
- Led multi-million-dollar ERP modernization and GIS integration with full compliance, achieving **96% data accuracy**.
- Taught IT + networking to **900+ students/semester**; designed 25+ lab modules improving completion **22%**.

Languages: English (Fluent) | Persian (Native) | Turkish (Fluent)