**Suren Jewels**

**Cloud Infrastructure & Systems Engineer**

[SurenJewelsPro@gmail.com](mailto:SurenJewelsPro@gmail.com) |206-486-2676 | <https://LinkedIn.com/in/Suren-Jewels/> | Bellevue, WA  
Portfolio: [GitHub.com/Suren-Jewels](https://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

**ADDITIONAL INFORMATION**

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