Kaleb Hawkins

Site Reliability Engineer
Process Automation Consultant

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Profile

Site Reliability Engineer with 10+ years of experience transforming enterprise infrastructure through cloud-native solutions, automation, and DevOps practices. Proven track record of architecting scalable containerized platforms, reducing deployment times by 70%+, and cutting operational costs through innovative Infrastructure as Code and GitOps strategies. Expert in bridging technical and business requirements to deliver high-availability solutions in manufacturing and enterprise environments.

Skills

Cloud-Native Architecture & Infrastructure as Code
Design and deploy scalable, highly-available infrastructure using containerization, Kubernetes, and IaC principles. Expert in OpenShift Container Platform and AWS cloud engineering.

DevOps & Site Reliability Engineering
Implement CI/CD pipelines, GitOps workflows, and observability stacks (Grafana/Prometheus) to ensure system reliability, reduce MTTR, and accelerate delivery cycles.

Automation & Process Engineering
Develop enterprise-grade automation solutions using Go, Python, Ansible, and Bash to eliminate manual processes, reducing deployment time from hours to minutes and cutting operational costs.

Security & Compliance
Architect zero-trust security solutions adhering to CIS and NIST frameworks. Expertise in privilege access management, security incident response, and vulnerability remediation at scale.

Technical Leadership & Cross-Functional Collaboration
Bridge technical and business teams to deliver automated solutions. Mentor teams on modern technologies, standardize processes, and drive adoption of cloud-native practices.

Data-Driven Problem Solving
Leverage analytics and observability tools to identify inefficiencies, troubleshoot complex distributed systems, and optimize infrastructure performance.

Technical

Container Orchestration & Cloud Platforms
OpenShift Container Platform • Kubernetes • Docker • LXD/LXC • AWS Cloud Engineering

Programming & Automation
Go • Python • Bash • Ansible • JavaScript • PowerShell • C++ • C# • Swift • Infrastructure as Code (IaC)

Observability & Monitoring
Grafana • Prometheus • Splunk • System Performance Analysis • Log Aggregation

High Availability & Networking
Pacemaker HA Clustering • HAProxy • Keepalived • DNS Administration • Load Balancing

Operating Systems
Red Hat Enterprise Linux • Ubuntu • Windows Server (2012/2016/2019/Nano) • Windows 7/10

Security & Compliance
Cyber Security (Offensive & Defensive) • Tanium Administration • BeyondTrust Privilege Access Management • CIS & NIST Frameworks • Incident Response

Virtualization & Infrastructure
VMware vCenter/vSphere/ESXi/Horizon View/UAG • System Center Configuration Manager (SCCM) • NFS Server Administration

DevOps & Version Control
Git/GitOps • CI/CD Pipelines • Automated Testing & Deployment

Directory Services & Enterprise Tools
Active Directory Administration • Microsoft Office Suite • Lotus Notes

Certifications

CompTIA CySA+ (Cybersecurity Analyst)
CompTIA Security+
CompTIA Linux+
CompTIA Network+
CompTIA A+
VMware Datacenter Associate (VCA-DCV)

Education

High School Diploma - 2012

Experience

Honda Alabama Auto Plant - Contractor for Matrix Resources

TIER I HELP DESK SUPPORT

2014-2015
DELIVERED FRONTLINE IT SUPPORT FOR ENTERPRISE MANUFACTURING ENVIRONMENT, PROVIDING REMOTE AND DESKSIDE TROUBLESHOOTING FOR WINDOWS XP/7, VIRTUAL DESKTOP INFRASTRUCTURE (VDI), EMAIL CLIENTS (OUTLOOK/LOTUS NOTES), AND VPN CONFIGURATIONS. DOCUMENTED SOLUTIONS AND MAINTAINED KNOWLEDGE BASE FOR TEAM EFFICIENCY.

Notable Achievement

Engineered and deployed a custom PowerShell automation module that reduced average ticket resolution time by 40%, significantly decreasing user downtime and enabling support team to handle 30% more daily requests. Trained entire help desk team on module utilization, establishing foundation for automation-first support approach.

Honda Alabama Auto Plant - Contractor for Computer Systems Management

TIER II HELP DESK SUPPORT

2015-2016
PROVIDED ESCALATED DESKTOP SUPPORT AND INFRASTRUCTURE SERVICES INCLUDING ADVANCED HARDWARE/SOFTWARE TROUBLESHOOTING, ENDPOINT DEPLOYMENT (DESKTOPS, THIN CLIENTS, VMS), ACTIVE DIRECTORY ADMINISTRATION, GROUP POLICY MANAGEMENT, AND DATA RECOVERY OPERATIONS FOR ENTERPRISE MANUFACTURING ENVIRONMENT.

Notable Achievement

Architected an automated asset management integration connecting multiple systems to Honda's ITSM database, reducing asset tracking time from days to minutes. Eliminated manual data entry errors and freed 15+ hours weekly of team resources for higher-priority initiatives.

Honda Alabama Auto Plant - Consultant for Computer Systems Management

INFRASTRUCTURE ADMINISTRATION / SYSTEMS ENGINEER

2016-2018
ENGINEERED AND MAINTAINED ENTERPRISE INFRASTRUCTURE INCLUDING VMWARE VIRTUALIZATION ENVIRONMENTS, LINUX SERVER ECOSYSTEMS, WINDOWS SERVER PLATFORMS, ACTIVE DIRECTORY, AND PURE STORAGE ARRAYS. LED PROOF-OF-CONCEPT EVALUATIONS FOR EMERGING TECHNOLOGIES AND DEVELOPED INFRASTRUCTURE AS CODE SOLUTIONS FOR AUTOMATED DEPLOYMENT AND SELF-HEALING INFRASTRUCTURE.

Notable Achievement

Spearheaded enterprise-wide security transformation by implementing BeyondTrust Defendpoint, eliminating local admin rights for 2,000+ endpoints while maintaining productivity. Created automated deployment pipelines that reduced infrastructure provisioning time by 65%, enabling rapid scaling of manufacturing line-side systems.

Honda Alabama Auto Plant - Consultant for Computer Systems Management

SECURITY ANALYST

2018-2019
LED SECURITY OPERATIONS INCLUDING INCIDENT RESPONSE, VULNERABILITY MANAGEMENT, AND COMPLIANCE INITIATIVES. ARCHITECTED SECURE INFRASTRUCTURE ALIGNED WITH CIS AND NIST FRAMEWORKS, PERFORMED SIEM LOG ANALYSIS, AND ADMINISTERED ENTERPRISE-WIDE TANIUM DEPLOYMENT FOR REAL-TIME ENDPOINT MANAGEMENT AND RAPID PATCH DEPLOYMENT.

Notable Achievement

Deployed Tanium across 3,000+ endpoints, enabling emergency patching capabilities that reduced critical vulnerability remediation time from weeks to hours. Established automated compliance reporting reducing audit preparation time by 80%.

Honda Alabama Auto Plant - MSO Site Reliability Engineer

SITE RELIABILITY ENGINEER

2020-2024
ARCHITECTED AND DEPLOYED HIGHLY-AVAILABLE, CLOUD-NATIVE INFRASTRUCTURE SOLUTIONS ACROSS NORTH AMERICAN MANUFACTURING OPERATIONS. LED CONTAINERIZATION INITIATIVES, IMPLEMENTED GITOPS WORKFLOWS, AND DEVELOPED REUSABLE IAC MODULES ENABLING RAPID, STANDARDIZED DEPLOYMENTS. ESTABLISHED OBSERVABILITY PRACTICES USING GRAFANA AND PROMETHEUS FOR PROACTIVE MONITORING AND INCIDENT REDUCTION.

Notable Achievements

* Deployed enterprise OpenShift Container Platform, enabling microservices architecture and reducing application deployment cycles from weeks to days. * Engineered automated deployment toolkit adopted across 4 NA manufacturing plants, reducing infrastructure setup time from 40 hours to 2 hours and eliminating configuration drift. * Implemented HA clustering and load balancing solutions achieving 99.9% uptime for critical manufacturing line-side systems.

Honda Alabama Auto Plant - MSA Cloud Engineer

CLOUD ENGINEER

2024-PRESENT
DESIGN AND IMPLEMENT CLOUD-NATIVE SOLUTIONS ON AWS USING INFRASTRUCTURE AS CODE (TERRAFORM/CLOUDFORMATION), EMPHASIZING SECURITY, SCALABILITY, AND COST OPTIMIZATION. DEVELOP CI/CD PIPELINES FOR AUTOMATED DEPLOYMENTS, IMPLEMENT MULTI-REGION HIGH-AVAILABILITY ARCHITECTURES, AND ESTABLISH CLOUD GOVERNANCE FRAMEWORKS. COLLABORATE WITH DEVELOPMENT TEAMS TO MIGRATE ON-PREMISES WORKLOADS TO CLOUD AND MODERNIZE LEGACY APPLICATIONS.

Key Initiatives

* Architecting multi-account AWS landing zones with centralized governance and security controls. * Implementing cost optimization strategies and FinOps practices to maximize cloud ROI. * Developing reusable Terraform modules for standardized, compliant infrastructure deployment.

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