

# BEN HANKINS

Solutions Engineer | Infrastructure Specialist | Customer Success Leader

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## PROFESSIONAL SUMMARY

Solutions Engineer with 6+ years driving technical pre-sales and solution architecture across enterprise sales cycles. Notable achievements include serving as technical lead on CenterPoint Energy's 11-month SAP RISE evaluation that contributed to \$10.1M contract closure, and reducing proof-of-concept build times by 40% through reusable deployment frameworks. Combines customer-facing solution architecture with deep cloud infrastructure expertise (Kubernetes, multi-cloud, security compliance). Known for building trusted advisor relationships across energy, healthcare, and telecommunications sectors.

## CORE COMPETENCIES

Technical Pre-Sales & Discovery • Solution Architecture & POC Delivery • MEDDPICC & BANT • Kubernetes & Multi-Cloud (AWS, IBM Cloud, GCP) • Infrastructure Automation (Terraform) • Security & Compliance (SOC 2) • Executive Stakeholder Engagement • Technical Workshops & Training

## PROFESSIONAL EXPERIENCE

### SITE RELIABILITY ENGINEER

Prove AI / Jan 2025 - Sept 2025 / Remote

- Automated multi-cluster Kubernetes deployments by building GitHub Actions workflows that eliminated manual provisioning across 4 production environments, maintaining 99.9% uptime throughout 9-month engagement
- Led SOC 2 Type II readiness initiative from 34% to 100% completion within Vanta, establishing control frameworks and documentation that enabled successful audit—directly applicable to enterprise customer security requirements
- Reduced mean time to detection for production issues by 60% by implementing error-focused observability dashboard using Vector and OpenSearch

### CLOUD INFRASTRUCTURE ENGINEER

IBM / March 2022 - Aug 2024 / Remote

- Contributed as technical team member to CenterPoint Energy's 11-month SAP RISE evaluation that resulted in \$10.1M contract closure—designed VPC automation using Terraform that enabled client to scale from manual 2-environment setup to 49 automated environments, creating competitive differentiation during vendor selection
- Served as technical advisor for 12 enterprise clients across energy, financial services, healthcare, and telecommunications (AT&T, CenterPoint Energy, Pepsi, NBC Universal, Cencora, Citibank, RBC), architecting multi-cluster Kubernetes solutions and managing full customer lifecycle from discovery through production
- Designed and deployed scalable infrastructure solutions across 20+ enterprise environments, reducing deployment cycles from fully manual processes to automated workflows using Terraform and GitOps
- Partnered with Solutions Engineers throughout sales cycles, delivering technical presentations and architecture workshops to C-level stakeholders that accelerated adoption and ensured customer success

### SENIOR SOLUTIONS ENGINEER

IBM / Feb 2021 - Feb 2022 / Austin, TX (Promoted after 14 months)

- Led enterprise engagements through full sales and implementation lifecycles, delivering technical presentations and product demonstrations to C-level teams across manufacturing, telecommunications, and energy sectors
- Mentored 8 junior Solutions Engineers across two cohorts through weekly standups and enablement sessions—contributing to 3 promotions and 2 performance awards within 12 months

- Reduced proof-of-concept build times by 40% by architecting reusable Kubernetes/OpenShift deployment frameworks with GitOps workflows (Argo CD, Tekton)

## SOLUTIONS ENGINEER | IBM | Dec 2019 - Jan 2021 | Austin, TX

- Earned promotion to Senior Solutions Engineer after 14 months based on strong customer feedback, high win rate, and technical excellence in delivering POCs and product demonstrations to enterprise prospects

## FOUNDER & SOLUTIONS CONSULTANT

*Sproutflow Studio | Nov 2024 - Present | New Orleans, LA (Active Side Business)*

- Manage complete customer lifecycle for small business clients—from formal discovery calls through custom platform development (TypeScript, Next.js, React) and ongoing maintenance, applying consultative SE methodology
- Delivered 100% of projects on-time and within budget with significant business impact: 50% lead generation increase (psychiatry practice), zero-to-traction launch (event decor startup), 30% customer acquisition growth (pool maintenance)

## SKILLS

**Customer Engagement & Pre-Sales:** Technical discovery, MEDDPICC/BANT methodologies, solution architecture, POC delivery, product demonstrations, stakeholder presentations, value selling, technical workshops, white-glove onboarding, RFP response

**Technical Expertise:** Kubernetes/OpenShift, multi-cloud (AWS, IBM Cloud, GCP), Docker, Terraform, CI/CD pipelines, GitOps (Argo CD, Tekton), Istio, SOC 2 compliance, observability (Vector, OpenSearch), TypeScript, Next.js, React, Python

## EDUCATION & CERTIFICATIONS

**AWS Certified Solutions Architect - Associate** (In Progress, Q1 2026) • **Red Hat Certified** (2022) • **CompTIA Network+** (2021) • **B.A. Communication & Media Studies**, Mississippi State University (2017) • **Software Engineering Bootcamp**, General Assembly (2018)