

BEN HANKINS

SRE/DevOps Engineer

SUMMARY

Experienced SRE/DevOps engineer with over 6 years working across both enterprise and startup environments. At IBM, I helped land multi-million dollar cloud deals through infrastructure automation and client delivery. Most recently at Prove AI, I assisted in the deployment and management of 4 production services, automated full-stack environments with Terraform, Helm, and GitHub Actions, and cut deploy times by 80%. I take ownership from setup to delivery, building infrastructure that stays out of the way and helps engineers move quickly without second-guessing their tools.

SKILLS

Cloud & Infra:

AWS, IBM Cloud, GCP, Kubernetes, Red Hat OpenShift

Automation & DevOps:

Terraform, Helm, Docker, GitHub Actions, Argo CD, Ansible, Tekton

Identity & Security

GitHub Secrets, AWS IAM, IRSA, least-privilege RBAC

Programming & Scripting:

Python, JavaScript, Node.js, Go, Bash

Observability:

OpenSearch, Vector, Prometheus

Web-development & Databases:

React, Vue.js, Next.js, Express, MongoDB, SQL

EMPLOYMENT HISTORY

SITE RELIABILITY ENGINEER

Jan 2025 - Aug 2025

Prove AI

Remote

- Built GitHub Actions workflows to automate Terraform for AWS and Kubernetes, reducing deployment time by 90% across 4 environments
- Deployed and maintained 4 production services (frontend, backend, KMS, gen-AI connector) using Helm, including chart templating and secrets integration
- Managed IAM roles, GitHub Secrets, and IRSA to securely provision workloads and enforce least-privilege access across environments
- Oversaw the company's SOC 2 readiness process—led ownership mapping, built controls tracking, and drove completion from 34% to 100% compliance
- Wrote infrastructure documentation used by the entire team—covering setup, onboarding, Helm usage, and secure deployments
- Tuned OpenSearch visibility by refining Vector transforms and dashboard filters, improving log quality and surfacing errors faster
- Created Python scripts to summarize Terraform output and post clean PR plan summaries, reducing review friction and improving transparency

CLOUD INFRASTRUCTURE ENGINEER

Feb 2022 - Aug 2024

IBM

Remote

- Architected and automated cloud environments on IBM Cloud, reducing deployment times by 85% through Terraform automation.

- Led technical client sessions, collaborating on public and hybrid cloud solutions, resulting in a \$10.1M SAP RISE IBM Cloud deal.
- Developed monitoring systems to ensure 99.9% uptime and optimized performance across cloud infrastructures.
- Mentored junior engineers, improving team productivity by 20%.

Key Projects:

1. CenterPoint Energy: Automated VPC VSI deployment using Terraform, reducing deployment time from 2 weeks to 2.7 hours.
2. NBC Universal Studios: Developed a custom Maximo Mobile platform, enhancing maintenance operations and real-time logging.
3. Kroger: Provisioned Data Fabric environment, integrating services like Cognos and DataStage.
4. Cencora (AB): Implemented Automated Decision Services (ADS) and Sterling B2Bi/ITXA, streamlining decision-making and B2B operations.
5. AT&T: Integrated Watsonx.ai into Connected Solutions, enhancing customer service through AI-driven analytics.

CLOUD ENGINEER

Feb 2021 - Jun 2022

IBM

Austin, TX

- Provisioned scalable cloud infrastructure using Terraform, significantly improving deployment efficiency.
- Deployed microservices on Red Hat OpenShift, enabling seamless CI/CD integration.
- Engineered Argo CD container pipelines, reducing build times by 40%.
- Deploy and configure Cloud Pak for Data.

PRE-SALES TECHNICAL ENGINEER

Dec 2019 - Feb 2021

IBM

Austin, TX

- Guided clients in cloud modernization and migration, enhancing Java applications for cloud environments.
- Managed Tekton container pipelines for CI/CD, optimizing deployment processes.
- Designed cloud migration strategies using Red Hat OpenShift, leading to successful project completions.
- Deploy and configure Cloud Pak for Apps.

SAAS MARKETING REP

May 2019 - Dec 2019

CSG Services (Hitachi)

Austin, TX

- Inform potential clients of data storage, data integration, and cloud-based products and services.

WEB DEVELOPER

May 2019 - Dec 2019

Kortivity

Austin, TX

- Responsible for the SDLC of a Google Chrome extension using Vue.js framework to build a recruiter talent pool database that is currently being used by Kortivity clients.

EDUCATION

B.A., COMMUNICATION AND MEDIA STUDIES

2014 - 2017

Mississippi State University

SOFTWARE ENGINEERING BOOTCAMP

2018

General Assembly

CERTIFICATIONS

NETWORK+

CompTIA - 2021

CLOUD PAK FOR APPLICATIONS V4.1

IBM - 2021

RED HAT CERTIFIED

Red Hat - 2022

