

BEN HANKINS

Senior Technical Solutions Engineer | Kubernetes & Cloud Infrastructure Specialist

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PROFESSIONAL SUMMARY

Senior Technical Solutions Engineer with 6+ years specializing in Kubernetes and cloud infrastructure. I help enterprise teams run successful POCs, design scalable architectures, and turn complex technical needs into clear solutions. Known for strong communication, fast execution, and delivering measurable customer impact.

CORE COMPETENCIES

Customer Success & Pre-Sales: Technical Discovery • Account Management • POC Delivery • Solution Architecture • Value Engineering • Executive Presentations • Customer Success Planning

Technical Expertise: Kubernetes/OpenShift • Multi-Cloud (AWS, IBM Cloud, GCP) • Terraform/IaC • CI/CD & GitOps • SOC 2 Compliance • Observability & Production Operations

PROFESSIONAL EXPERIENCE

SITE RELIABILITY ENGINEER (Contract) Prove AI | Jan 2025 - Sept 2025 | Remote

- Led SOC 2 Type II compliance readiness from 34% to 100%, directly unblocking enterprise sales by meeting strict security vendor requirements
- Maintained 99.9% uptime across 4 production Kubernetes clusters while reducing deployment time by 80% through GitHub Actions automation
- Improved incident response by 60% via error-focused observability dashboards (Vector, OpenSearch)
- Supporting internal development teams building enterprise-facing services.

CLOUD INFRASTRUCTURE ENGINEER IBM | March 2022 - Aug 2024 | Remote

- Contributed infrastructure automation to CenterPoint Energy's \$10.1M SAP RISE win by designing Terraform framework that scaled environments from 2 to 49, creating competitive differentiation during 11-month vendor evaluation
- Owned technical relationships across 12 strategic enterprise accounts (AT&T, CenterPoint Energy, Pepsi, NBC Universal, Cencora, Citibank, RBC), managing full customer lifecycle from discovery through production expansion
- Designed and deployed scalable infrastructure across 20+ enterprise environments, reducing deployment cycles from manual to automated workflows using Terraform and GitOps
- Partnered with Solutions Engineering throughout sales cycles, delivering technical workshops and architecture presentations to C-level stakeholders that accelerated adoption

SENIOR SOLUTIONS ENGINEER IBM | Feb 2021 - Feb 2022 | Austin, TX (Promoted after 14 months)

- Achieved 70% close rate on enterprise POCs by architecting reusable Kubernetes deployment frameworks that reduced customer time-to-value by 40%

- Delivered technical presentations and solution workshops to C-level stakeholders across manufacturing, telecom, and energy sectors, accelerating purchase decisions
- Led technical enablement for 8-person engineering cohort through weekly mentorship sessions, contributing to 3 promotions and 2 performance awards within 12 months

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 POC delivery

FOUNDER & TECHNICAL CONSULTANT [Sproutflow Studio](#) | Nov 2024 - Present | New Orleans, LA

- Founded and operate technical consultancy serving 5 clients, applying enterprise Solutions Engineering methodology to small business engagements
- Manage complete customer lifecycle: technical discovery, solution design, custom platform development (TypeScript/Next.js/React), and ongoing account management
- Delivered 100% of projects on-time and within budget with measurable business outcomes: 50% lead generation increase (psychiatry), zero-to-traction launch (event decor), 30% customer acquisition growth (pool services)

TECHNICAL LEADERSHIP & OPEN SOURCE

DevOps Studio (github.com/WBHankins93/devops-studio) Reference architecture library demonstrating production-grade DevOps patterns across Terraform, Kubernetes, CI/CD, serverless, and observability. Published self-contained implementations covering AWS infrastructure, EKS clusters, GitOps workflows, monitoring systems, and automation

Additional Open Source Contributions: [terraform-infra-platform](#) • [deployment-patterns](#) • [mlops-sre-mini](#) | [gcp-gke-gitops](#)

SKILLS

Customer Engagement: Technical discovery, MEDDPICC/BANT methodologies, solution architecture, POC delivery, value engineering, stakeholder management, account planning, customer success planning, technical workshops, RFP response

Technical Infrastructure & Programming: Kubernetes/OpenShift, AWS/IBM Cloud/GCP, Docker, Terraform, Helm, CI/CD (Jenkins, GitLab, GitHub Actions), GitOps (ArgoCD, Tekton), Istio, SOC 2 compliance, Observability (Prometheus, Grafana, OpenSearch, CloudWatch), TypeScript, Next.js, React, Python, Ansible

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)