BEN HANKINS

Senior Cloud Engineer | Kubernetes, Terraform & Multi-Cloud Infrastructure
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PROFESSIONAL SUMMARY

Senior Cloud Engineer with 6+ years of experience designing, building, and operating production cloud infrastructure across AWS, GCP, and IBM Cloud. Deep expertise in Kubernetes, Terraform, CI/CD, and GitOps, with a strong track record owning platform reliability, infrastructure automation, and security controls in both enterprise and startup environments. Experienced in scaling cloud platforms under real-world constraints, including compliance requirements, uptime targets, and rapid growth.

CORE CLOUD & INFRASTRUCTURE SKILLS

Cloud Platforms
AWS (EKS, VPC, IAM, CloudWatch), GCP (GKE, Cloud Monitoring), IBM Cloud (OpenShift, RHEL)
Infrastructure & Orchestration
Kubernetes, OpenShift, Terraform, Helm, Docker, Ansible
CI/CD & GitOps
GitHub Actions, GitLab CI/CD, ArgoCD, Tekton
Reliability & Operations
Observability, Incident Response, SOC 2 Controls, High Availability Systems

PROFESSIONAL EXPERIENCE

SITE RELIABILITY ENGINEER

Prove AI | Jan 2025 – Sept 2025 | Remote

- Served as one of two engineers responsible for platform reliability, infrastructure, and cloud operations, owning Kubernetes-based environments, CI/CD pipelines, security controls, and production readiness for enterprise-facing services.
- Led SOC 2 Type II compliance readiness from 34% to 100%, directly unblocking enterprise sales by meeting strict customer security and vendor requirements.
- Maintained 99.9% uptime across four production Kubernetes clusters while reducing deployment time by 80% through CI/CD automation using GitHub Actions.
- Defined incident response and observability standards, improving detection and resolution time by 60% through Vector and OpenSearch dashboards.
- Partnered closely with engineering leadership to balance delivery velocity, platform stability, and risk management in a fast-moving startup environment.

SENIOR CLOUD ENGINEER

IBM — Client Engineering | Feb 2021 – Aug 2024 | Remote

- Owned cloud infrastructure architecture and operational standards across AWS, GCP, and IBM Cloud, supporting 20+ enterprise environments.
- Designed and implemented Terraform-based infrastructure automation and GitOps workflows, replacing manual provisioning and improving scalability, reliability, and delivery speed.
- Served as technical lead for large-scale cloud environments, including SAP RISE platforms that scaled from 2 to 49 environments using infrastructure-as-code.
- Built and operated Kubernetes and OpenShift platforms supporting production workloads for enterprise customers including NBC Universal and Citibank.
- Defined infrastructure patterns and best practices for security, reliability, and operational readiness across multi-cloud deployments.

- Mentored engineers on cloud infrastructure, Kubernetes, and Terraform, contributing to internal skill development and promotions.

CLOUD ENGINEER
IBM — Client Engineering | Dec 2019 - Jan 2021 | Austin, TX

- Designed and delivered Kubernetes-based cloud infrastructure for enterprise proof-of-concept and early production environments.
- Developed reusable Terraform modules and CI/CD pipelines to standardize cloud deployments and accelerate environment provisioning.
- Earned promotion to Senior Cloud Engineer within 14 months based on technical execution, infrastructure reliability, and consistent delivery.

FOUNDER & TECHNICAL CONSULTANT
Sproutflow Studio | Nov 2024 - Present | New Orleans, LA

- Founded and operate a technical consulting practice to remain hands-on in customer engagement and delivery, selectively serving clients using enterprise discovery and delivery methods.
- Deliver full-stack and cloud-based applications for select clients, owning architecture, deployment, and production delivery.
- Support end-to-end delivery from development through deployment, ensuring production stability and maintainability.

CERTIFICATIONS
AWS Certified Solutions Architect - Associate (In Progress, Q1 2026)
Red Hat Certified (2022)
CompTIA Network+ (2021)

EDUCATION
B.A. Communication & Media Studies, Mississippi State University (2017)
Software Engineering Bootcamp, General Assembly (2018)

OPEN SOURCE PROJECTS
Implementation Studio github.com/WBHankins93/implementation-studio
Enterprise deployment patterns for constrained environments (air-gapped networks, private clusters, strict firewall policies). Includes Terraform modules and hands-on labs for real-world production scenarios.

DevOps Studio github.com/WBHankins93/devops-studio
A reference architecture library with 20+ production-grade implementations spanning Kubernetes, Terraform, GitOps workflows, and observability patterns.