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BEN HANKINS
SRE / DevOps / Infrastructure

SUMMARY

SRE/DevOps Engineer focused on building reliable, secure infrastructure that helps teams deploy confidently. I specialize in cloud-native platforms, container orchestration, and automation while working across the full stack from infrastructure provisioning to production operations. My approach combines technical depth with business awareness, whether that's implementing SOC 2 compliance, optimizing deployment pipelines, or supporting enterprise sales cycles with scalable solutions.

SKILLS

Cloud Platforms: AWS (EC2, S3, Route 53, RDS, VPC), IBM Cloud, GCP
Container Orchestration: Kubernetes, OpenShift, Docker, Helm, Istio, CRDs
Infrastructure as Code: Terraform, Ansible,
CI/CD & GitOps: GitHub Actions, Argo CD, Tekton
Security & Compliance: AWS IAM, IRSA, RBAC, SOC 2, Network Policies
Observability: Prometheus, OpenSearch, Vector, Grafana
Programming: Python, Go, JavaScript, Bash

EMPLOYMENT HISTORY

SITE RELIABILITY ENGINEER   Jan 2025 - Sept 2025
Prove AI   *Remote*

- **Container Platform Automation:** Built comprehensive GitHub Actions workflows for multi-cluster Kubernetes deployments, reducing deployment time by 80% across 4 production environments
- **Kubernetes Operations:** Deployed and maintained 4 microservices using advanced Helm templating, custom resource definitions, and comprehensive secret management, achieving 99.9% uptime with zero security incidents
- **Security & Compliance Leadership:** Led SOC 2 Type II readiness initiative from 34% to 100% compliance, establishing ownership mapping, control frameworks, and comprehensive documentation that enabled successful audit completion
- **Observability Enhancement:** Redesigned logging pipeline using Vector and OpenSearch, reducing mean time to detection (MTTD) for production issues by 60% through improved dashboards and alerting
- **Team Enablement:** Created Python tooling for automated Terraform plan validation and PR summaries, plus authored runbooks that reduced new developer onboarding time by 50%

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

- **Multi-Cluster Kubernetes Management:** Architected and managed container deployments across 20+ client environments of varying scale, implementing CRDs and network policies for enterprise applications
- **Service Mesh & Advanced Networking:** Implemented Istio service mesh for microservices communication, traffic management, and security policies across multiple client production environments
- **Enterprise Infrastructure & Automation:** Designed Terraform modules for standardized VPC provisioning across 49 environments, reducing setup time by 85% and contributing to $10.1M SAP RISE deal closure
- **Cross-functional Collaboration:** Partnered with sales engineering and client success teams to translate business requirements into scalable technical solutions

PRE-SALES TECHNICAL ENGINEER / CLOUD ENGINEER   Dec 2019 - Feb 2021/ Feb 2021 - Feb 2022
IBM   *Austin, TX*

- **Enterprise Container Platforms:** Deployed and managed OpenShift clusters with integrated microservices, implementing GitOps workflows using Argo CD and Tekton across the full client lifecycle - from pre-sales demonstrations through production implementations

- **Advanced Container Orchestration:** Deployed microservices on Red Hat OpenShift with service mesh integration and custom deployment strategies, reducing client proof-of-concept build times by 40%
- **Platform Engineering:** Configured and deployed Cloud Pak for Applications, Data, and Security across multiple client environments

WEB DEVELOPER   **January 2019 - August 2019**
Kortivity   *Austin, TX*

- **Full-Stack Development:** Built Chrome extension using Vue.js for recruiter talent database, managing complete SDLC from requirements through production deployment

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