BEN HANKINS

Cloud Solutions Engineer | Kubernetes & Multi-Cloud Infrastructure
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PROFESSIONAL SUMMARY

Cloud Solutions Engineer with 6+ years designing Kubernetes infrastructure across AWS, GCP, and IBM platforms, guiding enterprise customers through cloud adoption and modernization initiatives. Delivered enterprise results including automation for a $10.1M SAP RISE win, 99.9% production uptime, and full SOC 2 compliance. Known for clear communication and for helping customers evaluate, adopt, and scale cloud platforms with confidence.

CORE COMPETENCIES

Cloud Platform Architecture:
AWS/GCP/IBM Cloud • Kubernetes/OpenShift • Terraform/IaC • GitOps • CI/CD

Customer-Facing Solutions Engineering:
Technical Discovery • Solution Design • Architecture Workshops • POC Delivery • Stakeholder Engagement

PROFESSIONAL EXPERIENCE

CLOUD RELIABILITY ENGINEER
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% by implementing error-focused observability dashboards using Vector and OpenSearch.
- Collaborated with engineering to strengthen reliability, security controls, and cloud infrastructure for enterprise-facing services.

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

- Contributed to CenterPoint Energy's $10.1M SAP RISE win by designing Terraform automation that scaled environments from 2 to 49 during an 11-month evaluation.
- Orchestrated technical engagements with 12 enterprise clients, which include NBC Universal and Citibank, spearheading multi-cloud architectures across AWS, IBM Cloud, and GCP.
- Designed and deployed scalable infrastructure across 20+ enterprise environments and transitioned teams from manual workflows to automated Terraform and GitOps patterns.
- 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

- Led architecture workshops and technical presentations for executives across manufacturing, telecom, and energy sectors.
- Achieved 70% close rate on enterprise POCs by architecting reusable Kubernetes deployment frameworks with integrated cloud infrastructure (compute, networking, storage, security), reducing customer time-to-value by 40%.
- Mentored an eight-person engineering cohort through weekly technical enablement, resulting in three promotions and two internal awards.

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

- Operate a technical consulting practice serving small business clients using enterprise-grade discovery, design, and delivery method
- Deliver 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)

SKILLS
Cloud Platforms: AWS (EKS, VPC, IAM, CloudWatch), GCP (GKE, Cloud Monitoring), IBM Cloud
Infrastructure & Orchestration: Terraform, Kubernetes, OpenShift, Helm, Docker, Ansible
CI/CD & GitOps: GitHub Actions, GitLab CI/CD, ArgoCD, Tekton

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.

Solutions Playbook github.com/WBHankins93/solutions-playbook
A practical operating framework for Solutions Engineers covering discovery, POC scoping, implementation strategy, and customer handoffs built from real enterprise engagements.

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