

## BEN HANKINS

Solutions Engineer | Infrastructure Specialist | Pre-Sales Technical Consultant

### SUMMARY

Solutions Engineer with 5+ years translating business requirements into technical solutions across enterprise sales cycles and implementations. Successfully contributed to \$10.1M deal closure as technical lead and reduced client POC build times by 40% through automation and standardization. Proven track record in consultative pre-sales, solution architecture, technical demonstrations, and customer success spanning cloud platforms, containerization, and full-stack development. Started career in full-stack engineering and have maintained hands-on technical capabilities while advancing in customer-facing roles. Currently seeking Solutions Engineering opportunities where technical versatility, stakeholder engagement, and business impact drive customer outcomes.

### SKILLS

**Customer Engagement & Pre-Sales:** Technical discovery, sales engineering, solution architecture, POC delivery, product demonstrations, stakeholder presentations, value selling, objection handling, consultative selling, technical workshops

**Technical Expertise:** Kubernetes/OpenShift, multi-cloud platforms (AWS, IBM Cloud, GCP), containerization, infrastructure-as-code, CI/CD pipelines, GitOps workflows, service mesh architecture, enterprise software, security & compliance

**Leadership & Enablement:** Team mentorship, technical enablement, customer training, documentation development, cross-functional collaboration with sales, product, and customer success teams

**Modern Development:** TypeScript, Next.js, React, Node.js, full-stack web development

### EMPLOYMENT HISTORY

#### SITE RELIABILITY ENGINEER

Jan 2025 - Sept 2025

*Prove AI*

*Remote*

*Note: SRE contract focused on production platform operations and security compliance to deepen infrastructure expertise before returning to customer-facing Solutions Engineering roles.*

- **Production Platform Operations:** Built comprehensive GitHub Actions workflows for multi-cluster Kubernetes deployments, reducing deployment time by 80% across 4 production environments while achieving 99.9% uptime with zero security incidents
- **Security & Compliance Leadership:** Led SOC 2 Type II readiness initiative from 34% to 100% compliance, establishing control frameworks and comprehensive documentation that enabled successful audit completion, directly applicable to enterprise customer security requirements
- **Observability & Performance:** Redesigned logging pipeline using Vector and OpenSearch, reducing mean time to detection for production issues by 60%, strengthening ability to demonstrate operational excellence in customer engagements
- **Technical Enablement:** Created automation tooling and comprehensive runbooks that reduced new developer onboarding time by 50%, demonstrating documentation and knowledge transfer skills critical for customer success

#### CLOUD INFRASTRUCTURE ENGINEER

March 2022 - Aug 2024

*IBM*

*Remote*

- **Enterprise Customer Solutions & Technical Advisory:** Served as technical advisor for 12 enterprise clients across energy, financial services, and healthcare sectors. Architected multi-cluster Kubernetes solutions tailored to specific business requirements, managing full customer lifecycle from technical discovery through production deployment and ongoing optimization
- **Revenue-Generating Solution Delivery:** Served as technical lead for 11-month CenterPoint Energy engagement that directly enabled \$10.1M SAP RISE contract closure. Led daily client calls and technical workshops, designed repeatable Terraform automation that reduced environment deployment time by 85%, creating competitive differentiation during sales cycle
- **Multi-Cloud Architecture & Implementation:** Designed and deployed scalable infrastructure solutions across 20+ enterprise environments. Implemented advanced networking with Istio service mesh, custom resource definitions, and network policies. Translated complex business requirements into technical implementations through consultative engagement with client stakeholders
- **Customer-Facing Technical Delivery:** Partnered with Solutions Engineers and client success teams throughout sales cycles and post-deployment phases. Led technical discussions with C-level stakeholders, delivered architecture workshops, and provided ongoing technical guidance that ensured customer success and expansion opportunities

#### SENIOR SOLUTIONS ENGINEER (PROMOTED FEBRUARY 2021)

Feb 2021 - Feb 2022

*IBM*

*Austin, TX*

- **Technical Pre-Sales & Customer Success Leadership:** Promoted to senior role after 14 months. Led enterprise engagements through full sales and implementation lifecycles, delivering 15+ technical presentations and product demos to C-level and engineering teams that accelerated adoption across manufacturing, telecom, and energy sectors.
- **Team Leadership & Mentorship:** Led two cohorts of 4 junior Solutions Engineers (Spring & Fall 2021). Conducted weekly standups, guided client delivery work, and facilitated enablement sessions, resulting in 3 team members earning promotions and 2 receiving performance awards within 12 months. Earned top management feedback for improving team outcomes and readiness.
- **Enterprise Platform Architecture:** Architected and deployed Kubernetes/OpenShift environments with GitOps workflows (Argo CD, Tekton) and integrated microservices. Reduced proof-of-concept build times by 40% through reusable automation and standardized deployment patterns.
- **Consultative Solutions Engineering:** Designed and deployed Cloud Pak and hybrid cloud solutions spanning compute, networking, and security. Acted as trusted technical advisor, translating business challenges into scalable architectures and ensuring successful customer outcomes.

## SOLUTIONS ENGINEER

Dec 2019 - Jan 2021

*IBM*

*Austin, TX*

- **Technical Pre-Sales Engineering:** Served as primary technical resource for enterprise prospects, delivering presentations, POCs, and hands-on demonstrations that drove purchasing decisions across full sales cycle
- **Container Platform Solutions:** Built and deployed OpenShift clusters with GitOps workflows (Argo CD, Tekton) for customer demonstrations, showcasing platform capabilities and addressing specific use cases
- **Rapid Career Growth:** Promoted to Senior Solutions Engineer after 14 months based on exceptional customer feedback, technical expertise, and measurable contribution to team success

## EDUCATION

### SOFTWARE ENGINEERING BOOTCAMP

2018

*General Assembly*

### B.A., COMMUNICATION AND MEDIA STUDIES

2014 - 2017

*Mississippi State University*

## CERTIFICATIONS

### AWS CERTIFIED SOLUTIONS ARCHITECT - ASSOCIATE

In Progress

*Amazon Web Services*

### RED HAT CERTIFIED

2022

*Red Hat*

### NETWORK+

2021

*CompTIA*

### CLOUD PAK FOR APPLICATIONS V4.1

2021

*IBM*

## ADDITIONAL EXPERIENCE

### FOUNDER & SOLUTIONS CONSULTANT

Nov 2024 - Present

*Sproutflow Studio (Side Business)*

*New Orleans, LA*

*Active side business providing full-stack web solutions to small businesses. Demonstrates continued customer-facing technical delivery and entrepreneurial initiative while pursuing full-time Solutions Engineering opportunities.*

- **Client Engagement & Solution Delivery:** Manage complete customer lifecycle from technical discovery and requirements gathering through solution delivery using modern frameworks (TypeScript, Next.js, React)
- **Consultative Approach:** Apply Solutions Engineering methodology to translate business needs into technical solutions, scope projects, manage stakeholder expectations, and ensure customer success