BEN HANKINS

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

Senior Solutions Engineer with 6+ years of experience leading customer-facing cloud and infrastructure initiatives across AWS, GCP, and IBM Cloud. Trusted to own Kubernetes-based platform architecture, Terraform automation, and executive-level technical strategy for enterprise customers, including leadership on a $10.1M SAP RISE engagement. Brings a rare blend of pre-sales, post-sales, and production reliability experience, enabling customers to adopt and scale cloud platforms with confidence while balancing business outcomes and operational realities.

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

- Promoted to Senior Solutions Engineer and later entrusted with expanded, dedicated enterprise infrastructure ownership within IBM Client Engineering based on consistent success in complex customer engagements.
- Served as technical lead on CenterPoint Energy's SAP RISE evaluation, designing Terraform based automation that scaled environments from 2 to 49 and directly supported a $10.1M enterprise win.
- Led end-to-end solution architecture and delivery for multi-cloud environments across AWS, IBM Cloud, and GCP for 12 enterprise customers, including NBC Universal and Citibank.

- Owned infrastructure design standards across 20+ enterprise environments, establishing Terraform and GitOps patterns that replaced manual provisioning and improved reliability, scalability, and delivery speed.
- Acted as senior technical authority throughout sales and post-sales cycles, leading executive architecture workshops and shaping solution strategy to align platform capabilities with customer and business requirements.
- Mentored and enabled engineers within Client Engineering through structured technical guidance and knowledge sharing, contributing to internal promotions and recognition.

SOLUTIONS ENGINEER
IBM — Client Engineering | 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 a technical consulting practice to remain hands-on in customer engagement and delivery, selectively serving clients using enterprise discovery and delivery methods.
- Delivered technical solutions on-time and within budget, driving measurable outcomes including a 50% increase in lead generation (healthcare), zero-to-traction product launches, a Shopify-based brand store redesign gaining early traction, and 30% customer acquisition growth.

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.