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BEN HANKINS

Solutions Engineer / Cloud Infrastructure Specialist

SUMMARY

Solutions Engineer with 5+ years driving technical sales and customer success in cloud infrastructure and DevOps platforms. Proven track record translating complex business requirements into scalable solutions across 20+ enterprise clients, directly contributing to $10.1M contract closure. Expert in technical pre-sales, proof-of-concept delivery, and customer enablement spanning HashiCorp ecosystem, Kubernetes, and multi-cloud infrastructure. Combines deep technical expertise with strong stakeholder engagement and consultative problem-solving.

SKILLS

Customer Engagement: Technical presentations, POC delivery, solution architecture, stakeholder management
Cloud & Infrastructure: Multi-cloud architecture (AWS, GCP, Azure), infrastructure automation, security & compliance
Container & Orchestration: Kubernetes, Docker, service mesh, microservices architecture
DevOps & Automation: CI/CD pipelines, GitOps workflows, infrastructure-as-code, configuration management
Observability & Reliability: Monitoring, logging, alerting, SLO/SLI frameworks
Programming & Scripting: 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 automation tooling for infrastructure change validation and deployment summaries, plus authored comprehensive runbooks that reduced new developer onboarding time by 50%

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

- **Enterprise Customer Solutions:** 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 optimization.
- **Revenue-Generating Solution Delivery:** Led technical implementation of multi-cloud infrastructure automation project that directly enabled $10.1M SAP RISE contract with CenterPoint Energy. Designed repeatable Terraform solution architecture that reduced customer environment deployment time by 85%, creating competitive differentiation during sales cycle.
- **Multi-Cloud Solutions Architecture:** Designed and deployed scalable infrastructure solutions across 20+ enterprise environments spanning multiple cloud providers. Implemented best practices for network architecture, identity and access management, security controls, and compliance frameworks tailored to customer requirements
- **Infrastructure Automation & Tooling:** Implemented infrastructure-as-code solutions for automated provisioning, secrets management, and configuration management across client environments. Reduced proof-of-concept build times by 40% through reusable templates, automation frameworks, and standardized deployment patterns
- **Service Mesh & Advanced Networking:** Implemented Istio service mesh for microservices communication, traffic management, and security policies across multiple client production environments. Configured service-to-service authentication and zero-trust networking

- **Customer-Facing Technical Delivery:** Partnered with Solutions Engineers and client success teams to translate business requirements into scalable technical solutions. Delivered technical implementations and provided ongoing support for 20+ enterprise clients across industries including energy, financial services, and healthcare
- **Client Engagement:** Led technical discussions and workshops with client stakeholders to design cloud architecture solutions. Provided technical guidance during sales cycles and post-deployment optimization

SOLUTIONS ENGINEER (PROMOTED FEB 2021)   Dec 2019 - Feb 2022
IBM   *Austin, TX*

- **Technical Pre-Sales & Customer Success:** Served as primary technical resource for enterprise customers throughout the full sales cycle and implementation lifecycle. Delivered 10+ technical presentations, product demonstrations, and proof-of-concept environments that drove purchasing decisions and customer adoption
- **Enterprise Container Platforms:** Deployed/managed Kubernetes platforms with integrated microservices and GitOps workflows. Supported customers through complete lifecycle from pre-sales demonstrations and technical discovery through production implementations across cloud and hybrid environments
- **Integrated Platform Solutions:** Designed and deployed comprehensive application platforms, data management solutions, and security frameworks across multiple client environments. Architected hybrid cloud solutions integrating compute, storage, networking, and security services to meet specific business requirements
- **Technical Advisory & Consultation:** Acted as trusted technical advisor to client teams and business stakeholders. Translated business challenges into technical solutions, provided architecture guidance, and ensured successful customer outcomes through consultative engagement

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