

BEN HANKINS

SRE / DevOps / Infrastructure

SUMMARY

SRE / DevOps / Infrastructure Engineer with 6+ years delivering secure, automated cloud platforms across enterprise and startup environments. At IBM, architected and codified VPC provisioning for 49 environments, enabling SAP RISE landing zones and helping secure a \$10.1M client win. At Prove AI, owned deployment and operations for 4 production services, sustained 99.9 percent uptime, and reduced deploy time by 80 percent with Terraform, Helm, GitHub Actions, and Python. I build reliable infrastructure that lets engineering teams ship quickly and confidently.

SKILLS

Cloud: AWS, IBM Cloud, GCP

Containers: Kubernetes, OpenShift, Docker

IaC and CI/CD: Terraform, Helm, GitHub Actions, Argo CD, Ansible

Security: AWS IAM, IRSA, least-privilege RBAC, GitHub Secrets, SOC 2

Observability: OpenSearch, Vector, Prometheus

Languages: Python, Go, JavaScript, Bash

EMPLOYMENT HISTORY

SITE RELIABILITY ENGINEER

Jan 2025 - Aug 2025

Prove AI

Remote

- Built GitHub Actions workflows to automate Terraform for AWS and Kubernetes, reducing deployment time by 80% across 4 environments
- Automated infra delivery with Terraform and GitHub Actions; deploys 80 percent faster across 4 environments; added Python tooling for plan checks and clean PR summaries.
- Deployed and operated 4 production services via Helm (templating + secrets); sustained 99.9 percent uptime
- Enforced least-privilege access using IAM, IRSA, and GitHub Secrets across environments.
- Drove SOC 2 readiness from 34 percent to 100 percent with ownership mapping and controls tracking; authored team runbooks and infra docs for onboarding and secure deployments.
- Improved log visibility by tuning Vector transforms and OpenSearch dashboards to surface errors faster.

CLOUD INFRASTRUCTURE ENGINEER

March 2022 - Aug 2024

IBM

Remote

- Automated IBM Cloud environments with Terraform and Python tooling; reduced provisioning time by 85 percent.
- Standardized VPC provisioning for 49 environments with Terraform modules, enabling SAP RISE landing zones and contributing to a \$10.1M deal.
- Continued Cloud Pak deployments using GitOps and CI/CD (Argo CD, Tekton), standardizing releases across environments.

PRE-SALES TECHNICAL ENGINEER / CLOUD ENGINEER

Dec 2019 - Feb 2021/ Feb 2021 - Feb 2022

IBM

Austin, TX

- Provisioned scalable cloud infrastructure using Terraform, significantly improving deployment efficiency.
- Deployed microservices on Red Hat OpenShift, enabling seamless CI/CD integration.
- Engineered Argo CD container pipelines, reducing build times by 40%.
- Deploy and configure Cloud Pak for Apps/ Data/ Security.

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

- Responsible for the SDLC of a Google Chrome extension using Vue.js framework to build a recruiter talent pool database that is currently being used by Kortivity clients.

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***