

BEN HANKINS

Technical Solutions Leader | Enterprise Account Management | Cloud & Infrastructure Architecture

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PROFESSIONAL SUMMARY

Technical solutions leader with 6+ years building customer wins through deep Kubernetes/multi-cloud expertise and trusted advisor relationships. Contributed infrastructure automation to \$10.1M contract win, achieved 70% POC close rate, and led SOC 2 compliance from 34% to 100%. Combine Solutions Engineering background with infrastructure depth, enabling customers to confidently adopt complex technologies from evaluation through production. Maintain open-source reference architecture library demonstrating production-grade DevOps patterns used by engineering teams globally.

CORE COMPETENCIES

Customer Success & Pre-Sales: Technical Discovery • Account Management • MEDDPIC/BANT • POC Delivery • Solution Architecture • Value Engineering • Executive Presentations • Customer Success Planning • Account Expansion

Technical Expertise: Kubernetes/OpenShift • Multi-Cloud (AWS, IBM Cloud, GCP) • Terraform/IaC • CI/CD & GitOps • SOC 2 Compliance • Observability & Production Operations

PROFESSIONAL EXPERIENCE

SITE RELIABILITY ENGINEER (Contract) 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% via error-focused observability dashboards (Vector, OpenSearch)

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

- Contributed infrastructure automation to CenterPoint Energy's \$10.1M SAP RISE win by designing Terraform framework that scaled environments from 2 to 49, creating competitive differentiation during 11-month vendor evaluation
- Owned technical relationships across 12 strategic enterprise accounts (AT&T, CenterPoint Energy, Pepsi, NBC Universal, Cencora, Citibank, RBC), managing full customer lifecycle from discovery through production expansion
- Designed and deployed scalable infrastructure across 20+ enterprise environments, reducing deployment cycles from manual to automated workflows using Terraform and GitOps
- 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 (Promoted after 14 months)

- Achieved 70% close rate on enterprise POCs by architecting reusable Kubernetes deployment frameworks that reduced customer time-to-value by 40%
- Delivered technical presentations and solution workshops to C-level stakeholders across manufacturing, telecom, and energy sectors, accelerating purchase decisions
- Led technical enablement for 8-person engineering cohort through weekly mentorship sessions, contributing to 3 promotions and 2 performance awards within 12 months

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

- Founded and operate technical consultancy serving 5 clients, applying enterprise Solutions Engineering methodology to small business engagements
- Manage complete customer lifecycle: technical discovery, solution design, custom platform development (TypeScript/Next.js/React), and ongoing account management
- Delivered 100% of 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)

TECHNICAL LEADERSHIP & OPEN SOURCE

DevOps Studio (github.com/WBHankins93/devops-studio) Reference architecture library demonstrating production-grade DevOps patterns across Terraform, Kubernetes, CI/CD, serverless, and observability. Published self-contained implementations covering AWS infrastructure, EKS clusters, GitOps workflows, monitoring systems, and automation

Additional Open Source Contributions: [terraform-infra-platform](#) • [deployment-patterns](#) • [mlops-sre-mini](#) | [gcp-gke-gitops](#)

SKILLS

Customer Engagement: Technical discovery, MEDDPICC/BANT methodologies, solution architecture, POC delivery, value engineering, stakeholder management, account planning, customer success planning, technical workshops, RFP response

Technical Infrastructure & Programming: Kubernetes/OpenShift, AWS/IBM Cloud/GCP, Docker, Terraform, Helm, CI/CD (Jenkins, GitLab, GitHub Actions), GitOps (ArgoCD, Tekton), Istio, SOC 2 compliance, Observability (Prometheus, Grafana, OpenSearch, CloudWatch), TypeScript, Next.js, React, Python, Ansible

EDUCATION & CERTIFICATIONS

AWS Certified Solutions Architect - Associate (In Progress, Q1 2026) • Red Hat Certified (2022) • CompTIA Network+ (2021) • B.A. Communication & Media Studies, Mississippi State University (2017) • Software Engineering Bootcamp, General Assembly (2018)