

BEN HANKINS

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

Cloud Solutions Engineer with 6+ years designing Kubernetes infrastructure across AWS, GCP, and IBM platforms, guiding enterprise customers through cloud adoption and modernization initiatives. Delivered enterprise results including automation for a \$10.1M SAP RISE win, 99.9% production uptime, and full SOC 2 compliance. Known for clear communication and for helping customers evaluate, adopt, and scale cloud platforms with confidence.

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

CLOUD RELIABILITY ENGINEER

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% by implementing error-focused observability dashboards using Vector and OpenSearch.
- Collaborated with engineering to strengthen reliability, security controls, and cloud infrastructure for enterprise-facing services.

CLOUD INFRASTRUCTURE ENGINEER

IBM | March 2022 - Aug 2024 | Remote

- Contributed to CenterPoint Energy's \$10.1M SAP RISE win by designing Terraform automation that scaled environments from 2 to 49 during an 11-month evaluation.
- Managed technical relationships across 12 enterprise accounts (AT&T, Pepsi, Citibank, RBC, NBC Universal), architecting multi-cloud solutions spanning VPC design, IAM policies, and Kubernetes infrastructure across AWS, GCP, and IBM Cloud
- Designed and deployed scalable infrastructure across 20+ enterprise environments and transitioned teams from manual workflows to automated Terraform and GitOps patterns.
- 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

- Led architecture workshops and technical presentations for executives across manufacturing, telecom, and energy sectors.
- Achieved 70% close rate on enterprise POCs by architecting reusable Kubernetes deployment frameworks with integrated cloud infrastructure (compute, networking, storage, security), reducing customer time-to-value by 40%.
- Mentored an eight-person engineering cohort through weekly technical enablement, resulting in three promotions and two internal awards.

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

- Operate a technical consulting practice serving small business clients using enterprise-grade discovery, design, and delivery method
- Deliver 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)

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

DevOps Studio (github.com/WBHankins93/devops-studio) Reference architecture library with 20+ production-grade implementations across Kubernetes, Terraform, GitOps workflows, and observability patterns.

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