

BEN HANKINS

Solutions Engineer | Pre-Sales Technical Strategy, Enterprise Discovery & AI Systems
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PROFESSIONAL SUMMARY

Solutions Engineer with 7+ years bridging enterprise technical complexity and sales outcomes: from discovery and POC delivery through production deployment, across AI, hybrid cloud, and infrastructure automation. Supported \$13M in pipeline across named enterprise accounts, anchored by a \$10.1M flagship engagement at CenterPoint Energy, spanning AI, automation, data fabric, and hybrid cloud at AT&T, Boeing, Cencora, Kroger, and Norfolk Southern. Leads technical discovery, demo delivery, solution design, and infrastructure automation across AWS, GCP, and IBM Cloud in regulated industries. Author of a public 70+ resource field guide for enterprise SE/SA practice.

TECHNICAL SKILLS

Pre-Sales & Delivery	Technical Discovery, Solution Design, Stakeholder Alignment, POC Execution, Customer Enablement, SOC 2 Compliance Architecture, AI Governance, RAG Pipelines
Cloud & Platform	AWS (EKS, EC2, S3, IAM, Route 53, CloudWatch), IBM Cloud, GCP, Kubernetes (EKS, GKE, OpenShift/ROKS), Terraform, Helm, Argo CD / GitOps, Tekton, Ansible, Docker, CI/CD
IBM AI & Data	Cloud Pak for Data, Cloud Pak for Business Automation, watsonx.ai, watsonx.governance, Watson OpenScale, Watson Assistant, Automated Decision Services (ADS)
Development	TypeScript, React, Next.js, Node.js, Python, REST APIs, SQL, Auth (JWT/RBAC), PostgreSQL, Supabase
AI / LLM	Multi-Agent Systems, LLM Architecture, Model Monitoring, Prompt Engineering & Evaluation (Anthropic, OpenAI, Gemini, Groq)

PROFESSIONAL EXPERIENCE

Founder & Solutions Engineer

Oct 2025 - Present

[Sproutflow Studio](#) - [New Orleans, LA](#)

- Run client engagements end-to-end: technical discovery through production deployment. Recent work includes an internal operations platform for a multi-location franchise, replacing spreadsheet-driven workflows with a centralized application for managing operational data and daily processes. Live demos available on request.
- Build AI systems and automation for clients and internal operations, including a 5-step AI outreach workflow that cross-references prospects against service offerings, generates a filtered CSV and visual dashboard, automates outreach emails, and triggers reply notifications.
- Built and deployed Next.js client applications with Supabase/Postgres and LLM integrations (Anthropic, OpenAI, Gemini) across healthcare, e-commerce, and service verticals.

Site Reliability Engineer

Jan 2025 - Sep 2025

[Prove AI](#) - [Remote](#)

- Led SOC 2 Type II readiness from 34% to 100%, establishing enterprise-grade compliance posture that unblocked \$2M+ in regulated-industry pipeline.
- Maintained 99.9% uptime across 4 production Kubernetes clusters while reducing deployment time 80% through CI/CD pipelines (GitHub Actions, Helm) with integrated testing and Python/Bash automation.
- Built an internal error monitoring dashboard using OpenSearch and Vector DB with severity-based filtering, reducing mean time to resolution by 67% across production incidents.

Cloud Infrastructure Engineer

Apr 2023 - Aug 2024

[IBM -- Client Engineering](#) - [Remote](#)

- Proactively trained on Terraform ahead of client demand, then led the technical evaluation and POC that closed CenterPoint Energy's \$10.1M SAP RISE engagement: the only Terraform specialist available in the department. Transitioned embedded post-close to own production infrastructure delivery on the account.
- Scaled OpenShift environments from 2 to 49 using Terraform and Helm, cutting environment provisioning from 2+ weeks to under 3 hours.

- Authored the full Terraform / IBM Schematics codebase (VPCs, VSIs, security groups, bastion hosts, storage, load balancers) that cut a multi-hour environment build to roughly 4 minutes, which the client used to clone 29 environments themselves while I ran several concurrent accounts and led skill transfer.
- Deployed and operated Cloud Pak for Data and supporting AI/data services on Red Hat OpenShift using cpd-cli, OLM, custom resources, storage classes, and pull secrets; built GitOps patterns with Argo CD, Kustomize, and Tekton.

Senior Solutions Engineer

Feb 2021 - Mar 2023

IBM -- Client Engineering - Remote

- Led technical discovery, solution design, and demo delivery across enterprise accounts including AT&T, Boeing, Cencora, Kroger, Hertz, and Norfolk Southern, partnering with account executives and client stakeholders to drive AWS, GCP, and IBM Cloud adoption.
- Stood up Cencora's move from ODM to Automated Decision Services on CP4BA/OpenShift - configured ADS, installed the Nexus Repository Operator for artifact management, and authored a reusable deployment runbook supporting the \$200K ADS opportunity.
- Built client-facing MVPs and demos including AT&T's Connected Transportation UI (Next.js + Google Maps, geofencing, EMV markers, Snap-to-Roads routing) and Boeing's HR/job-description prototype (React, Carbon, D3); executed POCs and live demos with a strong evaluation-to-signing conversion rate.
- Worked hands-on with watsonx.governance and Watson OpenScale (prompt evaluation, custom monitors, generative-quality and model-health metrics); mentored junior SEs through discovery frameworks, POC shadowing, and an IBM patent filing.

Solutions Engineer

Dec 2019 - Jan 2021

IBM -- Client Engineering - Austin, TX

- Completed IBM's Solutions Engineering program and earned early assignment to enterprise accounts in energy and financial services verticals.
- Delivered Cloud Pak POCs across Data, Business Automation, and Multi-Cloud; provisioned CP4D/CP4BA environments through TechZone and ROKS; promoted to Senior SE in 14 months based on deal impact and client feedback.

Web Developer

Jan 2019 - Jun 2019

Kortivity - Austin, TX

- Designed, built, and maintained a Vue-based web scraper Chrome extension enabling recruiters to scrape candidate profiles and gather contact information for outreach, directly supporting the company's core recruiting workflow.

PROJECTS

ClipBoard -- Multi-tenant SaaS operations platform for appointment-based service businesses; row-level-security-verified tenant isolation and a vertical-pack architecture serving two live demo tenants in their own vocabulary and branding. Live demo available on request.

solutions-playbook -- Public field guide for Solutions Engineering and Architecture practice: 70+ frameworks, templates, and diagrams spanning discovery, POC scoping, implementation, and executive communication across parallel SE and SA tracks.

ai-engineering-studio -- Public translation layer for AI engineering: LLM apps, RAG, agents, evals, and governance made legible for mixed technical and business audiences, with five hands-on labs and POC scoping playbooks.

EDUCATION

B.A. Communication & Media Studies

2017

Mississippi State University

Software Engineering Bootcamp

2018

General Assembly

CERTIFICATIONS

AWS Certified Solutions Architect - Associate (2026)