



# PRABIN B K

## Network & Infrastructure Engineer

### Contact Center & Unified Communications Specialist

CCaaS / UCaaS · SIP & SBC · Cloud · AI · IT Security  
Routing & Switching · TCP/IP · Carrier-Grade Voice · Multi-DC HA · Cloud

## PROFILE

Network & Infrastructure Engineer with 5+ years' experience and a BSc (Hons) in Computer Networking & IT Security (UK degree). CCNA-certified with CCNP ENCOR in progress, building enterprise and service-provider routing depth across BGP, OSPF, MPLS and overlay technologies. Strong foundation in routing & switching, TCP/IP (IPv4/IPv6), data-centre operations and redundant multi-site architecture, proven by an active-active voice infrastructure across two Equinix data centres with automatic carrier-route failover. Hands-on with carrier-grade SIP trunking, cloud (AWS, VMware) and large-scale delivery, including an 800+ user, 4-site programme. Strong technical writing, design and presentation skills in a bilingual (English/Japanese) environment; recognised for technical expertise by NiCE, Zoom and Avaya Japan and by enterprise customers.

## WORK EXPERIENCE

### System Engineer

Jul 2023 – Present

Tramsystem Co., Ltd. (株式会社トラムシステム) · Tokyo, Japan

- Engineered carrier-grade shared SIP trunks connecting Tramline (company carrier service) to NiCE CXone and Zoom Contact Center, enabling any contact-centre customer to use Tramline telephone numbers directly.
- Built a fully redundant active-active voice architecture across two Equinix data centres (Tokyo TY8 primary, Osaka OS3 failover) for automatic carrier-route failover and high availability.
- Integrated Avaya IP Office (UCaaS) with NiCE CXone, enabling contact-centre agents to transfer live calls to senior officers on the Avaya PBX for seamless cross-platform call handling.
- Designed and deployed 500+ IVR and call-flow scenarios in NiCE CXone and 100+ in Zoom, including REST API integrations with customer CRMs that pull caller details by ANI and present screen-pops to agents.
- Delivered a flagship multi-site contact-center programme for an 800+ user customer across 4 sites (supervisors, operators, managers) — one of the company's largest by revenue and scope — implementing NiCE CXone with third-party app, Oracle database (NiCE DB Connector) and ICX transcription (REST API) integrations.
- Built AI-driven contact-center automation — conversational AI agents and virtual assistants (Cognigy, NiCE CXone).
- Managed international vendors end-to-end, including Atcom and Yeaster for IP phones and SIM GW, coordinating delivery across global teams in a bilingual (English/Japanese) environment.
- Performed data-centre operations across two sites — racking, structured cabling, and deployment and configuration of servers, routers and switches — and delivered multiple small-to-mid-size network infrastructure projects alongside the flagship work.

### Operation & Maintenance

Sep 2022 – Jun 2023

Shonan Business Partner Co., Ltd. (株式会社湘南ビジネスパートナー) · Yokohama, Japan

- Oversaw production lines and machine operations, ensuring optimal performance and minimal downtime.
- Performed timely repair and maintenance of equipment; managed water treatment and filtration systems.
- Collaborated across teams to improve production efficiency, maintaining clear communication under pressure.

### L1 Support Technician (Intern)

Nov 2020 – Jan 2021

Subisu Cablenet Pvt. Ltd. · Kathmandu, Nepal

- Initiated incident tickets, followed escalation protocols, and resolved technical issues.
- Configured routers and switches; troubleshooted laptops, PCs and mobile devices for connectivity.
- Provided phone and remote support; monitored and reported incident progress to the IT Director.

## EDUCATION

### BSc (Hons) IT — Computer Networking & IT Security

Oct 2017 – Mar 2021

London Metropolitan University (United Kingdom)

### High School — Computer Science & Account

Jun 2015 – Jul 2017

Pentagon International College · Nepal

## CONTACT

### Location

Tokyo, Japan

### Phone

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### Email

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### LinkedIn

linkedin.com/in/prabin-b-k-

### Website

prabins.com

## PERSONAL

Nationality: Nepali

Date of birth: 12 09 1997

Visa: Engineer/Specialist in Humanities/Int'l services

Expiry: 25 11 2027

## LANGUAGES

English — Native / Bilingual

Nepali — Native

Japanese — Professional (JLPT N3)

Hindi — Conversational

## KEY SKILLS

### Networking

Routing & switching, BGP, OSPF, IS-IS, TCP/IP (IPv4/IPv6), L2/L3, MPLS & overlay concepts, VLAN, VPN, firewalls

### Telecom / UC

PBX, Cloud PBX, VoIP, SIP, SBC, UCaaS, CCaaS, media servers

### Cloud & Servers

AWS, VMware, Windows Server, Oracle Linux, data centre ops

### AI / Conversational AI

Cognigy, NiCE CXone AI, LLM bots, Zoom Virtual Agent

### Security

Vuln. assessment, pen-testing, Nmap, Kali, Wireshark

### Automation

IVR & call-flow design, API testing & integration

### Vendor Management

International vendor coordination (Atcom, Yeaster, NiCE, Zoom, Avaya)

## RECOGNITION

Recognised for technical expertise by NiCE Japan, Zoom Japan, Avaya Japan and enterprise customers.

## CERTIFICATIONS

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- Cisco CCNA (200-301) — May 2024 to May 2027 (ID: CSC014341736)
- Cisco CCNP ENCOR (350-401) — in progress
- NiCE Cognigy – Associate (NCAE / NiCE Certified AI Engineer) — Jun 2026
- Cognigy Certified Specialist — Apr 2026
- Avaya IP Office Platform Implement Certified (ACIS) — Nov 2023 (ID: ACIS7720009595)
- NiCE Certified Implementation Engineer (NCIE) — CXone Mpower PC with ProActive XS Scripting — Aug 2025
- NiCE Certified Implementation Engineer (NCIE) — CXone ACD/IVR — Mar 2024
- NiCE CX Partner Summit Certification 2024 — Feb 2024
- Zoom Contact Center & Zoom Virtual Agent Deployment Engineer — June 2026