

## CONTACT

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Phnom Penh, Cambodia

## CORE SKILLS

- AI platforms, LLM & AI gateway
- Cloudflare
- 3CX telephony & IVR
- Kubernetes & Docker
- AWS EC2 & EKS
- Jenkins & GitLab CI/CD
- Ansible automation
- Observability & logging
- Middleware & platform services
- DevSecOps & repositories

## LANGUAGES

Khmer — Native
English — Professional

## LINKS

soknang.camksn.com
virgoai.camksn.com
gitlab.com/nangmrr752
linkedin.com/in/soknang-khna

SOKNANG KHNA

# Senior Officer, Server Engineer

Server Engineering · DevOps · Cloud Infrastructure · AI & LLM Platforms

## Professional summary

Senior Server Engineer with 4+ years of experience supporting enterprise server infrastructure, DevOps platforms, middleware services, containerized applications, and production environments at Phillip Bank. Creator of the AI model virgo-1.0-angkor and the Virgo AI by KSN platform, with hands-on experience in LLMs, AI gateways, Cloudflare, and 3CX call flows. Focused on reliable releases, fast incident resolution, secure operations, and clear cross-team collaboration.

## Professional experience

### Virgo AI by KSN (Independent project) — 2026 – Present

**Creator & AI Platform Engineer · virgoai.camksn.com**

- Built my own AI model, virgo-1.0-angkor, and a multimodal platform: chat, speech to text, Khmer voice, image, video, music, and 3D.
- Designed an AI gateway routing across virgo-1.0-angkor, Cloudflare Workers AI, Gemini, OpenAI, and Hugging Face.
- Built a self-hosted LLM gateway with an OpenAI-compatible API, automatic fallback, and circuit breaking.
- Published the platform through Cloudflare DNS, proxy, and SSL/TLS.

### Phillip Bank Plc — 2022 – Present

**Senior Officer, Server Engineer**

- Operate Docker, Kubernetes, AWS EC2, and AWS EKS workloads and infrastructure.
- Build and maintain CI/CD pipelines with Jenkins and GitLab CI/CD, including build, test, deploy, and rollback.
- Automate configuration, deployment, patching, and operational tasks using Ansible.
- Implement observability with Zabbix, Grafana, Prometheus, Jaeger, OpenTelemetry, and ELK.
- Implemented bilingual 3CX IVR call flows with Auto KYC verification, SMS OTP, core banking and CRM integration, and agent queue routing.
- Administer Redis, RabbitMQ, Kafka, Keycloak, APISIX, WSO2, Nexus, and SonarQube.
- Troubleshoot production incidents and coordinate vulnerability remediation across teams.

## TECHNICAL STACK

**Containers & cloud**
Kubernetes, Docker, AWS EKS, GKE, Helm, Argo CD, Gateway API

**CI/CD & automation**
Jenkins, GitLab CI/CD, Ansible

**Observability**
Zabbix, Grafana, Prometheus, Jaeger, OpenTelemetry, ELK, Wazuh

**Middleware**
Redis, RabbitMQ, Kafka, Keycloak, APISIX, WSO2, Superset

**AI & LLM**
Workers AI, Gemini, OpenAI, Hugging Face, Whisper

**Telephony**
3CX Call Flow Designer, IVR

## REFERENCES

**Vannak Mech**
Head of IT Division
Phillip Bank Plc
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**Phearum Sin**
Senior Manager, Server Engineer
Phillip Bank Plc
+855 964 348 185
phearum_sin@phillipbank.com.kh

**Phillip Bank Plc** 2020 – 2022

**Officer, Technical Support**

- Resolved technical requests and critical client issues within service timelines.
- Maintained IT fixed assets and preventive maintenance records.
- Supported HQ and branch operations and malware remediation.

## Projects

**3CX IVR Call Flows & Auto KYC** 2026

**Telephony & Integration · Phillip Bank**

- Bilingual Khmer/English IVR with caller ID capture, identity checks, SMS OTP, and hand-off to agent queues.
- REST/JSON integration with core banking and CRM screen-pop; implementation guide and UAT script for handover.

**Multi-provider LLM / AI Gateway** 2026

**AI Infrastructure**

- One OpenAI-compatible endpoint routing across multiple AI providers with automatic fallback, circuit breaking, scoped keys, and usage tracking.

**GKE Platform & Delivery Foundation** 2026

**Cloud Infrastructure**

- GitOps delivery with Argo CD, Traefik Gateway API routing, Cloud NAT egress, persistent storage, and Cloudflare access.

## Education

**Royal University of Phnom Penh** 2017 – 2021

**Bachelor of Information Technology**

## Key systems

CIFTP, LOS, CAMDX, FaceAPI, BakongWeb, and BakongCB; WSO2 and Kubernetes migrations; Nexus and SonarQube for artifact and code quality control.

Supporting documents and certificates are available upon request.