GOVERNMENT OF
UNITED ARAB EMIRATES

هيئة تنظيم الاتصالات TRA
TELECOMMUNICATIONS REGULATORY AUTHORITY

Bilal Abid's

Work Profile

Since 2005 Till Date

Senior System Analyst

Database Administrator

System Administrator

Version: 1.2
Created date: 01-Jan-2019
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Designed by Bilal Abid

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SUMMARY / JOB DESCRIPTION:-

Job Titles (2005 to till date):
Hired as System Administrator at TRA IT, then assigned the role of Database Administrator for Spectrum Management and then promoted as Senior System Analyst.

As Senior System Analyst / System Manager :
The following is the portfolio of operational responsibilities:
- Managing the TRA IT infrastructure consisting of 700+ servers, both physical and virtualized (Hyper-v, REDhat KVM, Virtual Box, VMware) spread across 3 data centers.
- Planning the hardware capacity, software updates, system maintenance, backups, and security updates.
- Supporting the Automated Spectrum Management system and other internal and external services, for a continuous 24x7 operations with resilience and zero downtime.
- Full stack developer / analyst, providing expert advice for new systems and applications.
- Expert advice on introducing New Services, Data Analytics and Artificial Intelligence.
- Creating / managing systems budget, new procedures & aligning with procedures, System & Software Architecture, hosting, web, security and E-commerce solutions services.
- Managing details and dealing with internal / external audits.
- Responsible for internal and external stakeholders including vendors management based on user requirements.
- Dealing and managing vendors for systems.
- Managing Licenses and Optimizing to save cost.
- Expertises in Data and Data Center Migrations on different geo locations.

TRA Committees member (2005-till date):
Nominated to TRA Committees:-
-IT steering committee member, Governance Microsoft UAE Federal Licensing committee member, Governance Oracle Unlimited Licenses for TRA & TRA Sub-entities committee member, UAE Mobile Govt. Guideline committee member, TRA e-Services enhancement committee members, Government Data Center Backup solution committee member, Feasibility study for ASMS Primary & DR site committee members, and several other committee member.

Full Stack Developed systems (2005-2016):
System Development (from 2005 - 2016):-
Developed several Internal and external systems for TRA, save time and cost those are as follows:
o **Internal System**:
- Number Fee Calculator (Visual Basic + Flash); Network directory browser; TRA Intranet; HR System Request system for employees; Attendance System; TRA Staff and Customer survey; Spectrum Meeting and Training System; Spin and Win (for staff event)
o **External System**:
- Number System (to assign bulk number to operators – via MPLS connection); IAM (Internet Access Management – for blocking website within UAE to be accessed by UAE Operators – via MPLS connection); ASMG (Arab Spectrum Management Group); Beacon 406 MHz distress for UAE beacon customers and UAE rescue center.

Achievements:-

TRA ICT Data Center Services Migration:
- 2018 as Project Manager Migrated 200+ servers with 50 services from TRA premises data center to Government Data Center.
- Project worth of 2.7Million US$.
- Added additional compute resources and saved cost of 600,000 US$.

Microsoft SAM Solution: (SAM Link)
- 2018 IT steering committee as technical key member.
- Reduce cost of Federal Govt. Microsoft Licenses.
- Licenses control, optimize and centralized.
- Effective resource and license management for Federal Governments Entities saving cost.

Innovated & Optimized time for TRA Spectrum Services:
- 2015 UAE Prime Minister Sheikh Mohammed's vision to provide Government Smart Services.
- Created Automated Renewal Smart Work-flows for Automated Spectrum Management System (ASMS).
- Optimized renewal processing work from 3-5 days (as average) into 3-5 Minutes for 52 online Spectrum Services.
- The fastest processing Spectrum renewal services across the benchmarked countries.

UAE Mobile Guidelines: (link)
- UAE Prime Minister Sheikh Mohammed's vision to provide Government Mobile Services, in 2013.
- mGovrnment Director General Hamad Al Mansoori, form committee with selected team from different Govt. Entities.
- To create Government Mobile Guidelines, as committee team task was to create and give feedback on framework, security and infrastructure.

TRA Spectrum Data Center Service Migration (V3 - with vision of UAE & TDRA leadership): SMART Services
- 2016 to 2018 as Project Manager, migrated ASMS servers / services from Etisalat (service provider) data center to Government Data Center.
- Project worth of 4Million US$.
- Saved cost of Oracle Licenses about 620,000US$
- Enhancing Automated Spectrum Management System services and processing work into Artificial Intelligence.

Reassess Microsoft Enterprise Agreement: (MEA Link)
- 2018 Rationalization and reassessment of the Microsoft MS SQL licenses TRA and TRA sub entities.
- Guidance to Microsoft data center licenses vs VM hosted individual OS licenses.

Oracle Unlimited Licenses: (ULA link)
- 2017 IT steering committee as technical key member.
- Reduce cost for TRA and TRA sub entities Projects ERP HA, GSB, EBS Integration, SSO Expansion DR etc
- Cost saving in 3 years is 5.31Million US$.

Re-access Microsoft licenses Utilization by TRA:
- 2017 Re-access Microsoft licenses utilization (True-up+Renewal) by TRA and TRA sub entities.

UAE Hosted WTDC 2014 Conference: (link)
- UAE Dubai hosted WTDC 2014 conference, that's invited 300+ Minister, Chairman's, CEO's from 56 Counties.
- Provided IT services during the conference.
- Achieved Shield and Appreciation letter from Director General of TRA, by making conference Successful.

ACHIEVEMENTS:-

ENLIGHTEN THE NAME OF UAE

Developed ITU Resolution Search Engine:

- 2011 innovative proposal to design an interactive ITU resolutions database search engine.
- To provide resource for ITU 193 member states for cross referencing resolutions emerging from different conferences.
- ITU Secretary General appreciated the developed search engine.
- Awarded appreciation letter from TRA Director General in recognition of the work.

IT Services provided during exhibitions:

- During in IT section (2005-2008) arranged, managed and provided the IT services successful.
-Received appreciation letters from Director General of TRA for providing the in Gitex, MECOM exhibitions in 2005, 2006, 2007 & 2008.

Consolidated Databases:

- Consolidated 90Database to 19database without any security /performance impact.
- Saved huge cost and resources.

ENLIGHTEN THE NAME OF UAE

Presented IT Solution @ LStelcom Germany:

- Presented and Given IT Solution in LS Conference 2008, TRA UAE was the first Telecom Authority to presented IT Solution among Lstelcom customers 50+ Telecom Authorities Lstelcom other Customers across the Globe.

ENLIGHTEN THE NAME OF UAE

TRA Spectrum Data Center Service Migration (V2 - with vision of UAE & TDRA leadership):

- 2009 UAE Prime Minister Sheikh Mohammed's vision to provide Government e-Services.
- As Project Manager, migrated ASMS servers / services from TRA Dubai Emaar Business Park office to Etisalat data center.
- Bringing 52 services online from manual.
- Project worth of 3.3 Million US$.
- Saved cost about 150,000US$.
- Acknowledged by International Telecommunication Union (ITU) and LStelcom (Germany Spectrum vendor) as UAE is having the most innovative system in telecom world for Spectrum Management System. ITU News.
- Achieved TRA Excellency Award 2010.

ENLIGHTEN THE NAME OF UAE

Presented UAE TRA Newly Implemented system @ LStelcom Germany User Group:

- 2010 Given Presentation on TRA UAE Newly Spectrum System Implementation in Lstelcom User Group (Lstelcom customers 50+ Telecom Authorities and Lstelcom other Customers across the Globe)

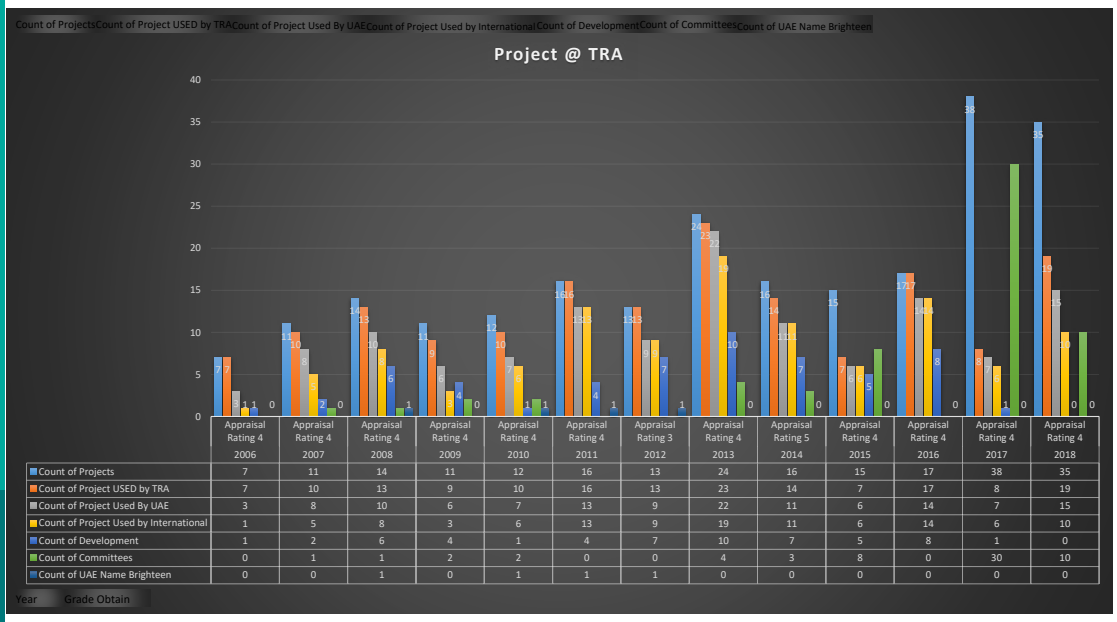
Developed solutions, saved cost (2Million US$):

- Developed solutions, saved cost 2MillionUS$
- Few list of development listed below.

Innovated TRA Spectrum Sign-Authorization into e-Authorizations:

- By following the Country leadership and TRA vision, 2015-2016 Converted 45+ Sub-services Spectrum Authorization into e-Authorizations.
- Optimized time of signature, as average takes 2-3days.
- e-Authorization is available soon after the payment.
- Customer can download and print the e-Authorizations.

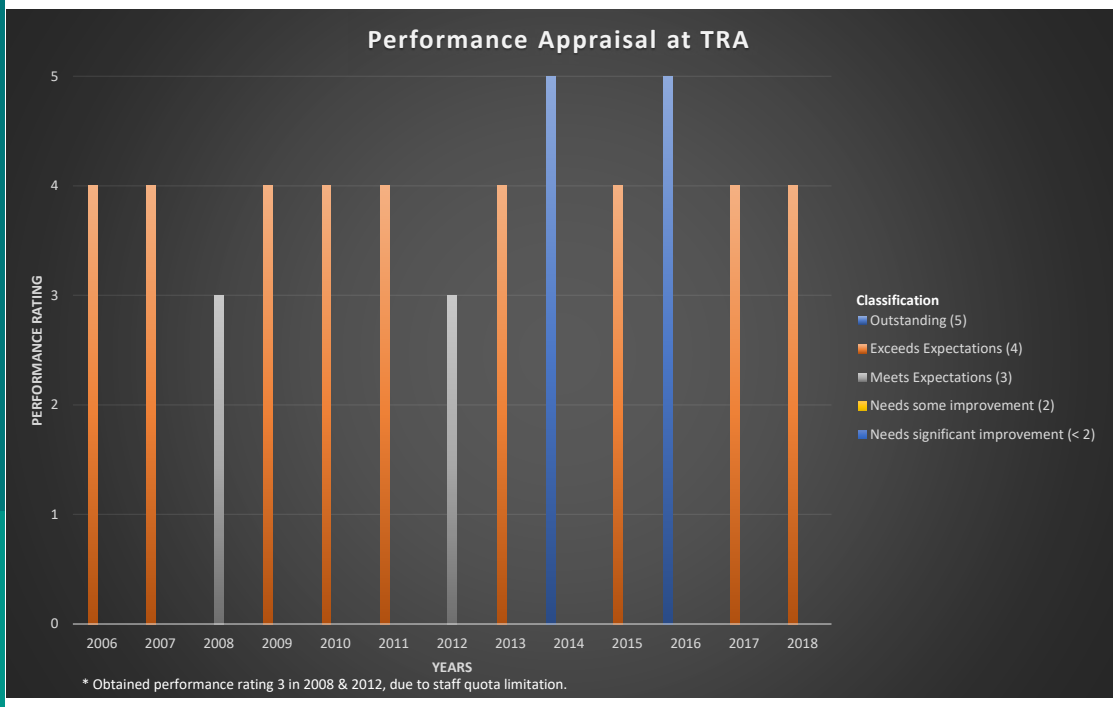
PERFORMANCE (2006-2018):-



	Appraisal Rating 4 2006	Appraisal Rating 4 2007	Appraisal Rating 4 2008	Appraisal Rating 4 2009	Appraisal Rating 4 2010	Appraisal Rating 4 2011	Appraisal Rating 3 2012	Appraisal Rating 4 2013	Appraisal Rating 5 2014	Appraisal Rating 4 2015	Appraisal Rating 4 2016	Appraisal Rating 4 2017	Appraisal Rating 4 2018
Count of Projects	7	11	14	11	12	16	13	24	16	15	17	38	35
Count of Project USED by TRA	7	10	13	9	10	16	13	23	14	7	17	8	19
Count of Project Used By UAE	3	8	10	6	7	13	9	22	11	6	14	7	15
Count of Project Used by International	1	5	8	3	6	13	9	19	11	6	14	6	10
Count of Development	1	2	6	4	1	4	7	10	7	5	8	1	0
Count of Committees	0	1	1	2	2	0	0	4	3	8	0	30	10
Count of UAE Name Brighteen	0	0	1	0	1	1	1	0	0	0	0	0	0

2018 Overall Rating Approved By the Appraisal Committee: 4-Exceeded Expectations

Overall Comments:
Mr. Bilal has shown great effort in the transformation period of IT. He was Involved in many projects and aspects of IT. He put in extra effort when not asked to. He can be relied upon in critical situations. He was a key player in the migration of IT infrastructure to Government Data Center. He has shown ability to manage a tram of consultants and outsource engineers. He played a major role in different committees. He is recommended to get a rating of 4 this year.



* Obtained performance rating 3 in 2008 & 2012, due to staff quota limitation.

2017 Overall Rating Approved By the Appraisal Committee: 4-Exceeded Expectations

Overall Comments:
Mr. Bilal played a very important role in system administration where he enhanced a lot of architecture and introduced security mitigation for legacy systems. He is relied upon in many of the daily operation and maintenance tasks and execute them on time. He is handling two mega projects that required extensive experience in redesigning and remodeling the infrastructure in a sustainable methodology. He was able to manage the vendors to deliver the milestones accordingly and contributed in many enhancements. He is recommended to be awarded 4.

APPRECIATION (2006-2018):-

Graduation Certificate
Award of the Telecommunication Regulatory Authority (TRA) for functional and analytical excellence
This certificate was awarded to
Mr. Bilal Abid
for his contribution to the Board of Trustees of the innovative employee's mission during the first session 2017
with our wishes for success and success
Hamad Obaid Al Mansoori
DIRECTOR GENERAL

Certificate of Thanks and Appreciation
The Telecommunication Regulatory Authority (TRA)
To Mr. Bilal Abid
Sincerely thanks and appreciation for the efforts and participation in the file of excellence 2016
with our wishes for success and success
Hamad Obaid Al Mansoori
DIRECTOR GENERAL

Certificate of Thanks and Appreciation
The TRA is grateful
Mr. Bilal Abid
on the outstanding contribution to the construction and development of the system (distress guides)
Emergency and maritime safety
with our wishes for success and success
Hamad Obaid Al Mansoori
DIRECTOR GENERAL

Certificate of Thanks and Appreciation
The Telecommunication Regulatory Authority (TRA)
Mr. Bilal Abid
Sincerely thanks and appreciation for the excellent organization within the project of preparing the file of Al-Haytha
The award is the best joint government service and arrival of Al-Haytha for the final nominations
with our wishes for success and success
Hamad Obaid Al Mansoori
DIRECTOR GENERAL

Certificate of Thanks and Appreciation
The Telecommunication Regulatory Authority (TRA) is submitting to
Mr. Bilal Abid
Thank you very much for their efforts in completing the development of the electronic portal of the Authority.
2016
with our wishes for success and success
Hamad Obaid Al Mansoori
DIRECTOR GENERAL

Certificate of Thanks and Appreciation
Progress of the Telecommunication Regulatory Authority to
Mr. Bilal Abid
Thanks and appreciation for the fruitful contribution to the achievements during these long years of service
I would like to take this opportunity to extend my best wishes for loyalty and belonging
with our wishes for success and success 2016
Hamad Obaid Al Mansoori
DIRECTOR GENERAL

Certificate of Thanks and Appreciation
Mr. Bilal Abid
The Spectrum Management Department extends its sincere thanks and appreciation for your efforts Project completion
(Feasibility Study for ASMS Disaster Recovery Site)
Successfully
We wish you more with our wishes for success and success
Tariq Al-Awadi
Executive Director of Spectrum Management

Appreciation Certificate
Bilal Abid
The Spectrum Management Department with pleasure appreciate all
your distinguished efforts on the fourth quarter of 2013
Wishes you all success
Tariq Al-Awadi
Executive Director of Spectrum Management

APPRECIATION (2006-2018):-

Appreciation Certificate
Bilal Abid
Spectrum Management Department with pleasure appreciate all your distinguished efforts to accomplish the department objectives for the 2013
Wishes you all success
Tariq Al-Awadi
Executive Director of Spectrum Management

Acknowledgment
Mr. Bilal Abid Awan
Information systems Administrator
Spectrum Management and International Affairs
The Telecommunication Regulatory Authority (TRA)
Our sincere thanks and appreciation for your tireless efforts to achieve the best results for the advancement
The Performance of the Commission in terms of Njam "update contracts signed between the Commission and the supplier
The system manages spectrum to suit the guidance and policy of the body towards the application of the Government
In addition to guaranteeing the best service and maintenance of systems"
With our wishes of success and excellence
Mohamed Nasser Al Ghanim
DIRECTOR GENERAL

Certificate of Appreciation
This Certificate is Awarded to
Bilal Abid
For your effort and participation in achieving the department objective for the year 2011
Tariq Al-Awadi
Executive Director Spectrum Management and International Affairs
Spectrum & International Affairs Dept.

Certificate of Appreciation
Presented to
Bilal Abid
For Outstanding Performance and Achievement to SIA Department & the TRA in year 2010
Tariq Al-Awadi
Executive Director Spectrum Management and International Affairs

Certificate of Recognition
May it be Known this certificate has been presented to
Bilal Abid
For Outstanding Accomplishment in 2009
Mohammed Gheyath
Executive Director Technology Development Affairs

Certificate of Excellence
Bilal Abid
In Honor of your Outstanding Cooperation and Dedication with Telecommunication Regulatory Authority (TRA) in 2009
Mohamed Nasser Al Ghanim
DIRECTOR GENERAL

Certificate of Recognition
May it be Known this certificate has been presented to
Bilal Abid
For Outstanding Accomplishment in 2009
Tariq Al-Awadi
Executive Director Spectrum Management and International Affairs

State of United Arab Emirates
Telecommunication Regulatory Authority (TRA)
Certificate of Appreciation
The Telecommunication Regulatory Authority (TRA) express its sincere thanks and gratitude to:
Bilal Abid
In recognition of his outstanding efforts and services during the annual meeting
Arab Organization for Regulating the ICT Sector
From 18 March 2006 to 21 March2009
Mohamed Nasser Al Ghanim
DIRECTOR GENERAL - Member of the Board of Directors

APPRECIATION (2006-2018):-

Certificate of Thanks and Appreciation
The Telecommunication Regulatory Authority (TRA) is very thankful
Eng. Bilal Abid
To the fruitful efforts within the project to update the spectrum system
With our wishes for success and success
Majid Al-Masmar
Deputy General Manager, Telecommuniction Sector

Bilal Abid
Thank you
From the bottom of my heart, words cannot express my thanks for all your help.
Thank you for your continues support
Tariq Al-Awadi
Executive Director Spectrum Affairs

AWARD

10+ Years of Service in TRA Certificate
Bilal Abid
I would like to thank you for your contribution in establishing the TRA role for 10 and more years. Your efforts have been essential in achieving the strategic goals of UAE
Hamad Obaid Al Mansoori
DIRECTOR GENERAL

AWARD

APPRECIATION (2006-2018):-

Letter of Appreciation
Bilal Abid
For Outstanding efforts / support to Accomplish challenging objectives in 2009
Mohammed Gheyath
Executive Director Technology Development Affairs

31st December 2009

Mr. Bilal Abid
Telecommunication Regulatory Authority

Letter of Appreciation

Dear Bilal,

I would like to express my appreciation and gratitude towards your efforts in the year 2009. It has been a very challenging year for all of us, but with your support and cooperation we have completed the year with success and great achievements.

We will continue to depend on your support and cooperation for our future success as well.

Best regards and thanks

Mohammed Gheyath
Executive Director Technology Development Affairs
Telecommunication Regulatory Authority

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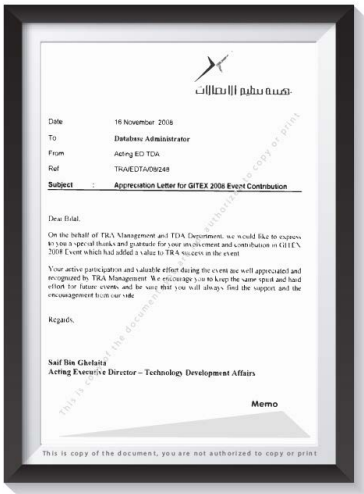
Letter of Appreciation
Bilal Abid
For Exhibition efforts / support to make it successful in 2008
Saif Bin Ghelaita
Acting Executive Director Technology Development Affairs



Date 16 November 2008
To Database Administrator
From Acting ED TDA
Ref TRA/EDTA/09/248
Subject Appreciation Letter for GITEX 2008 Event Contribution

Dear Bilal,

On the behalf of TRA Management and TDA Department, we would like to express to you a special thanks and gratitude for your involvement and contribution in GITEX 2008 Event which had added a value to TRA success in the event

Your active participation and valuable effort during the event are well appreciated and recognized by TRA Management. We encourage you to keep the same spirit and hard effort for future events and be sure that you will always find the support and the encouragement from our side

Regards,

Saif Bin Ghelaita
Acting Executive Director – Technology Development Affairs

Memo

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Letter of Appreciation
Bilal Abid
For Exhibition efforts / support to make it successful in 2006
Mohamed Nasser Al Ghanim
DIRECTOR GENERAL

25 October 2006

Mr.Bilal Abid Awan
Telecommunications Regulatory Authority
P.O Box 26662
Abu Dhabi

Dear Bilal

Letter of appreciation

On my personal as well as the TRA's Board of Directors behalf, I would like to express our appreciation of your work and cooperation towards organizing the recently concluded GITEX 2006

It was though your hard work that the event was a success for us – our first participation in any event whatsoever. Although we did not make any major announcements as planned earlier, we were able to showcase our presence in the telecom sector in the UAE and establish contact with a wide variety of audience – government, operators, general public, media etc

In the future, we shall continue to depend on your support and dedication to accomplish the TRA's multi- dimensional objectives

I once again thank you for your cooperation

Yours sincerely

Mohamed Al Ghanim
Director General

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Letter of Appreciation
Bilal Abid
Innovative proposal and design of an interactive ITU Resolution database search engine for ITU Members states, that facilitate the paperless environment aligning with strategic objectives of International Telecommunication Union (ITU)
Mohamed Al Ghanim
DIRECTOR GENERAL

Date: 18/08/2011

Mr. Bilal Abid
Database Administrator
Spectrum & International Affairs Department

Letter of Appreciation

I would like to appreciate you for the innovative proposal and design of an interactive ITU Resolutions database which will prove a great resource for ITU Member States for cross referencing Resolutions emerging from different Conferences and also will greatly facilitate the paperless work environment at the Union very much in line with the strategic objectives of International Telecommunications Union.

Well done and keep up the good work.

Best regards,

Mohamed Al Ghanim
Director General

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AWARD

SKILL SET / TECHNICAL SKILLS:-

SKILL SET:-

- **Data Center Management:** to oversee technical and IT issues, includes management of server operations with its internal and external services and applications.
- **Data and Data Center Migrations:** deploying and transferring an existing data center environment to another data center operating environment with its comprehensive plans (A & B) for migrating the existing data center to a new facility.
- **System Analyst:** System Investigation, System Analysis, System Design, Programming and Testing, Implementation, Operation and Maintenance
- **Systems Manager:** implement information technology in an organization, overseeing a team of IT professionals. Systems planning, installation, and maintenance, including hardware and software upgrades.
- **Vulnerability Analyst:** to analyze software to discover vulnerabilities, Penetration testing.
- **Project Management:** managing teams, time management, communication, information sharing, crisis management
- **System Procedure Analyst (ISO standards):** creating system procedures to compliance, operational needs, managing risks, continuous improvement system budget analyzer
- **Database Administrator:** data modeling and database design, backup and recovery, ensuring data integrity, performance management and tuning, ensuring availability, data security.
- **System Administrator:** to manage domain servers, domain users, applying group policies, troubleshoot problems, domain resources intact
- **Hardware Engineer:** hardware knowledge, hardware technologies, hardware configuration, increase system efficiency.
- **Full Stack web developer / Analyst:** latest web technologies, static & dynamic and web vulnerabilities.
- **Graphics designing:** visual ideation/creativity, typography, color theory, print design
- **Web, Mobile UI & UX Analyst:** Web & Mobile user interface and user experience
- **Software development:** system development as per the requirements.
- **IT Instructor:** Taught IT courses, trained to teachers, nominated as Corporate, Enterprise and Government entities trainer.

TECHNICAL SKILLS:-

- **Language:** Basic, Cobol, Java, C++, C#.NET, PL SQL, Java Script, VB Script
- **Database:** Dbase III, Fox Pro, MS Access, Oracle 7, 8i, 9i, 10g, 11g, 12c, Oracle RAC, MSSQL Server 7, 2000,2005,2008, 2012, 2014, 2016, MySQL 3.23.27, MySQL 5.5 and higher versions. DB2, SAP, PostgreSQL, SQLite, MongoDB, Sybase.
- **APIs:** EJB, SOAP, XML, Swing, JavaBeans, ODBC, VSTO.
- **Java Technologies:** Java Beans, JDBC, JRun, JDBC, Servlet.
- **Web Technologies / E-Commerce :** JSP, ASP, PHP, Javascript, JQuery, HTML, HTML5 DHTML, XML, Json.
- **Development Tools:** MS Visual Studio 2003, 2005, 2008, Borland JBuilder, Dreamweaver CC.
- **Middleware:** Oracle Service-Oriented Architecture (SOA), Oracle Integration, Camunda, Oracle Jdeveloper, Crystal Report Developer.
- **Framework:** J2EE, J2ME, J2SE, .NET Framework.
- **Operating System & System Management:** Windows 3.1, 95, 98, XP, 7, 8, 8.1, 10; Server Windows NT, 2000, 2003, 2008, 2012, 2016; Windows SCCM, Windows SCOM, Linux REDhat, Fedora, UNIX, MAC, Ubuntu desktop & Server, Android, Qnap and Qnap development.
- Designing Tools: UML (Unified Modeling Language) Using Rational Rose and Microsoft Visio.
- **Concepts:** Object Oriented Programming (OOP), Object-oriented analysis and design OOA/OOD (Unified Modeling Language UML, Design Patterns)
- **Backup Solutions:** IBM Tivoli, Norton Ghost, Acronis, Symantec, Double take, HP Tape library, HP3PAR, Symantic Image solution for windows and Linux, Commvalut.
- **Type of Servers:** Rack based servers, HP Blade servers, NAS.
- **Virtual Solutions:** VMware workstation, vSphere (Vcenter, ESXi), Citrix XenServer, Microsoft Hyper-V, Parallels, Oracle Virtualbox.
- **Video Making & Editing:** Adobe Premiere pro, Adobe Encore, Pannicle, Ulead video Editor, Adobe Aftereffect and others.
- **Sound Composing & Editing:** Adobe Audition, Sound Forge, Fruity loop
- **Graphic Designing tools:** Adobe FireworkCC, Adobe Freehand CC, Director Mx, Adobe PhotoShop CC, Coral Draw 15, InDesign CC, Illustrator CC, Ulead PhotoImpect, Ulead Cool 3D, Corel Painter 15, Poser 6, Brace 6, many others
- **Microsoft Office:** 97, 2000, XP, 2003, 2007, 2010, 2013 & 2016: Ms Word, Ms Excel, Ms PowerPoint, Ms Outlook, Ms FrontPage, Ms Access. Advance level

WORK PROFILE:-

As Senior System Analyst / Information System Manager role mentioned above. (click here)

Managing Data Centers / Data Center Migration Methodology:

14+ Years of Expertise in Managing Services / Data Center Migration:

The Following Data Center Migration's / Managing Services for last 14+ Years:

1.) Managed Dubai and Abu Dhabi data center's systems.
2.) Build the Infrastructure with team and Migrated ASMS v2 data & services to Etisalat Data Center Dubai.
3.) Migrated IT Services from Abu Dhabi Khalidiya office to Abu Dhabi Hamdan.
4.) Migrated IT Services from Dubai office (Emaar park Burj Khalifa) to Dubai office (Al Wuheida St)
5.) Build the Infrastructure with team and Migrated ASMS v3 data & services to Government Data Center Dubai.
6.) Build the Infrastructure with team and Migrated IT data & services to Government Data Center Dubai.

WORK PROFILE:-

Managing Services / Services Migration Methodology:

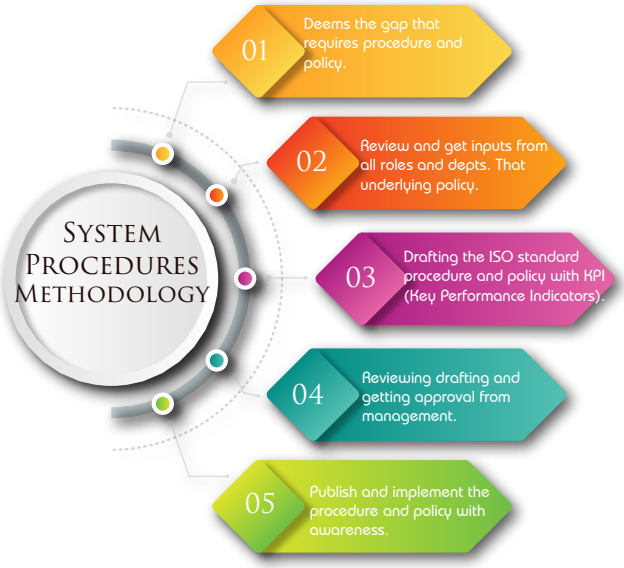
14+ Years of Expertise in Managing Services / Services Migration:

The Following Managing Services / Services Migration for last 14+ Years:

1.) Managed services at data center's Abu Dhabi and Dubai.
2.) Migrated ASMS v2 data & services to Etisalat Data Center Dubai.
3.) Migrated IT Services from Abu Dhabi Khalidiya office to Abu Dhabi Hamdan.
4.) Migrated IT Services from Dubai office (Emaar park Burj Khalifa) to Dubai office (Al Wuheida St)
5.) Migrated ASMS v3 data & services to Government Data Center Dubai.
6.) Migrated IT data & services to Government Data Center Dubai.

WORK PROFILE:-

Why Procedures are important?



Benefits of having Procedure's:

- Know what you have to do.
- Access information to quickly solve problems and reduce downtime.
- Easily on-board new employees.
- Be in compliance with standard / certifications (ISO)
- Improve quality.
- Ensuring everyone follows the same procedure.
- Reduce risk & improve security.
- Procedures gives strong substance during audit's.

Procedure document work-flow (ISO Standards)

1. Document Title
2. Revision Control
3. Purpose
   Scope
   Responsibilities and Authorities
   Abbreviations, definitions, key words and key shapes
4. OPERATION (FLOW CHART)
   Explanations
5. Risk Identification
   Key Performance Indicators (KPI's)

Created System's Procedure thats provides the above benefits:

System

- Datacenter Access Procedure
- Operating System Backup Procedure
- Spectrum Backup Symentec
- Backup Tape Library Procedure
- Providing Database Dump Procedure
- System Down Time Process
- Update or Patches for Spectrum system Procedure

Staff / Client

- Logging process reviews
- Staff Error Reporting Procedure
- SpectraPlus User,ROLE Procedure (Internally)
- SpectraWeb Error Reporting by Clients Procedure
- SpectraWeb User,ROLE Procedure (ONLY for Staff Internally)

Vendors

- Spectrum Communication with IT, LS, Hardware Vendor
- Urgent Plan Procedure
- Development workflow Technical Suggestion Procedure

Moreover providing IT procedures review and feedback.

WORK PROFILE:-

13+ Years of expertise in LStelcom Spectrum Systems:

LS telcom
https://www.lstelcom.com

TCI
https://www.tcibr.com/

ROHDE&SCHWARZ
https://www.rohde-schwarz.com

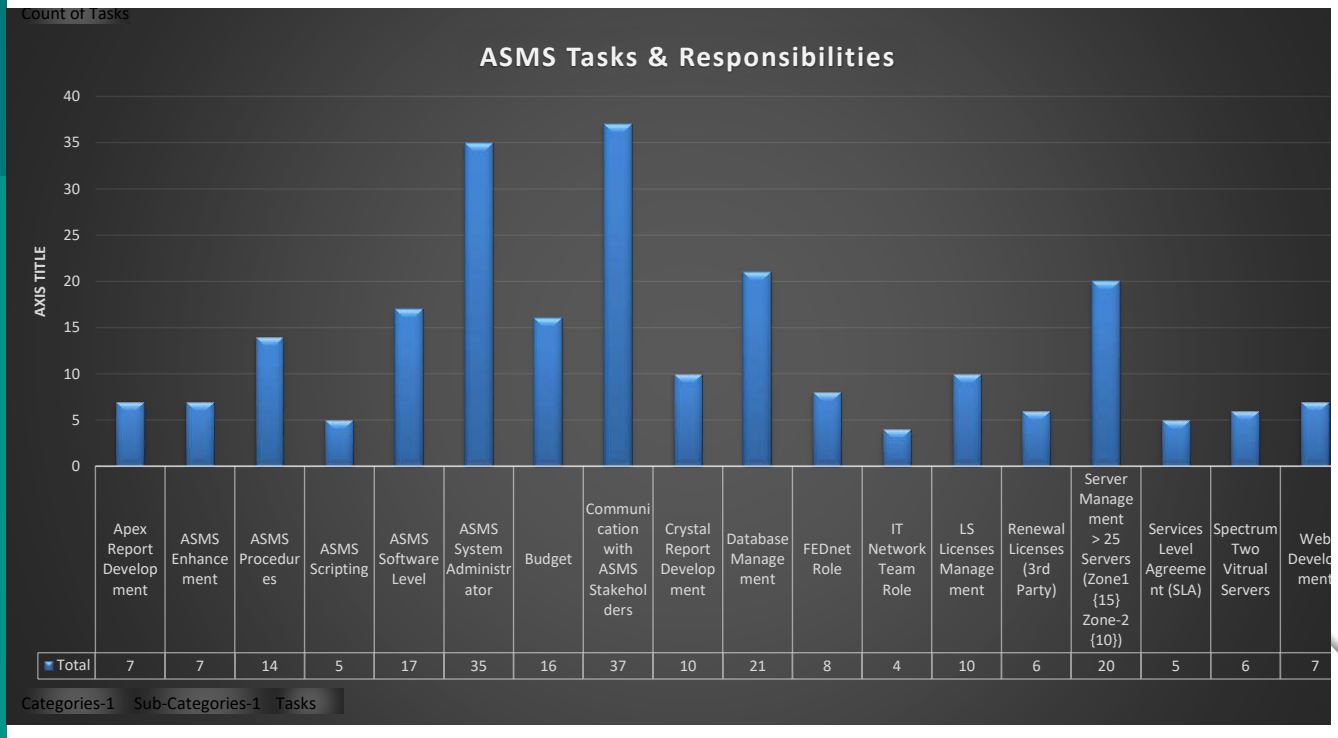
LS telcom is Germany based vendor that is global leader in spectrum efficiency with customers in over 100 countries worldwide. LS telcom tools allow to achieve radio communication objectives in the most optimal and cost-efficient way, using SPECTRA Enterprise IT system provides regulators with fully automated workflow-based e-government capabilities in spectrum management for spectrum inventory and data mining, enabling highest spectrum efficiency.

TRA UAE is using LStelcom spectrum solution called Automated Spectrum Management System (ASMS), with 12+ engineering software, monitoring tools and web portal with 52 services for customer.
LStelcom softwares are **integrated** with **TCI (USA based company)** and **Rohde&Schwarz (Germany based company)** monitoring hardware.

I am Managing, Supporting 13+ LStelcom tools by Developing Crystal reports, Developing Apex reports, fetching big data, resolving issue, optimizing queries, communicating with LStelcom for issue, projects, optimizing the project cost, Managing LStelcom licenses and budgeting....etc.

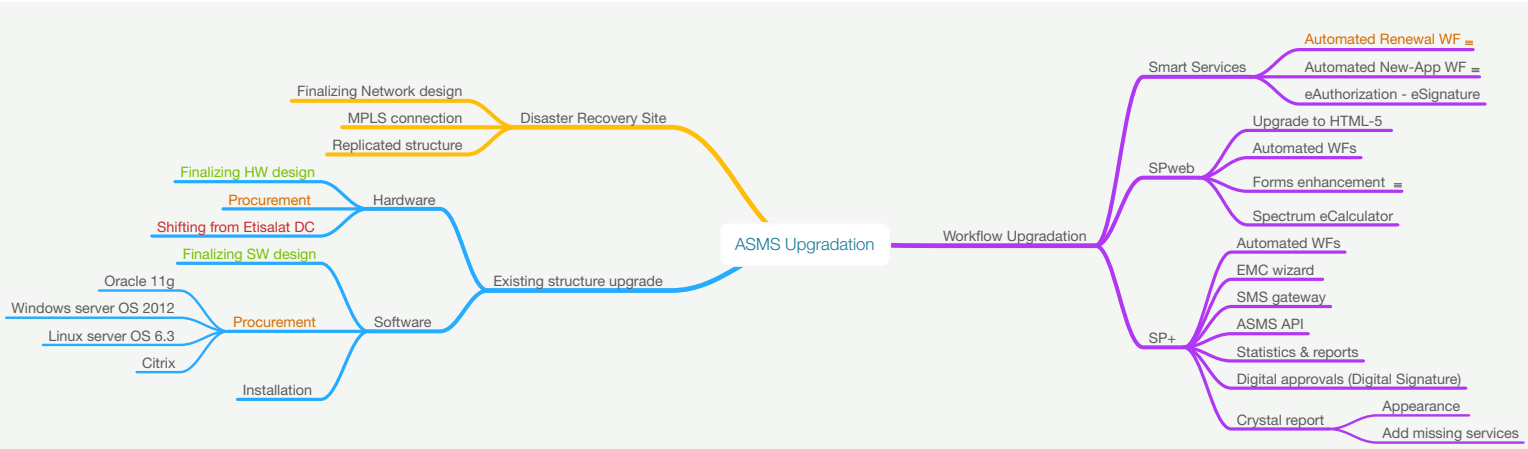
Some Key Highlights Work for TRA Spectrum dept.

- Upgraded, Enhanced (52 Services online integrated with e-Payment) and Migrated hardware ASMS 2009.
- Upgraded and Migrated hardware ASMS 2016.
- ASMS Enhancement of ASMS (Maga Project - 2016-2019 - view next page spider chat).
- Converted signature Authorization to e-Authorization for 40+ services, that optimized time and immediately e-Authorization available to download after e-Payment.
- Developed, designed and Integrated CR-100 Card Authorization.
- Developed, designed, Integrated and optimized (smart card) CR-80 Card Authorization.
- Introducing Spectra Web HTML-5 Prototype to be presented in Gitex 2013.
- Integrating ASMS with other systems.
- And much more...

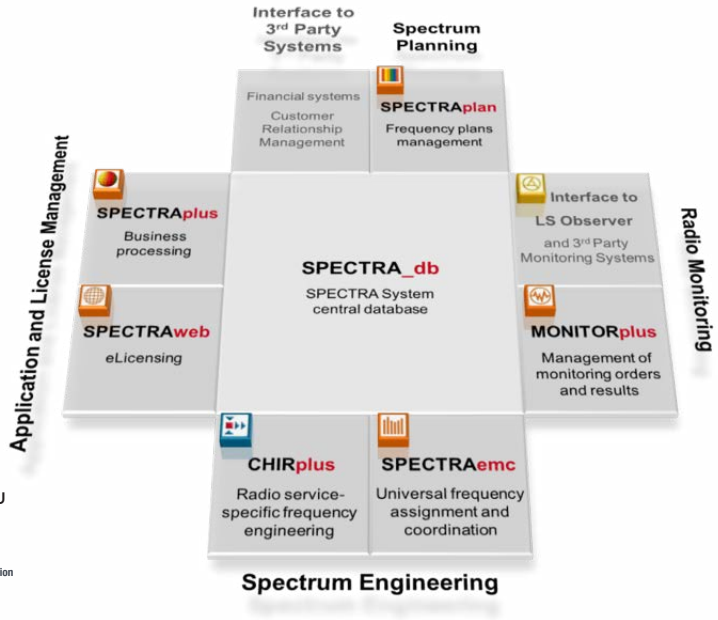


WORK PROFILE:-

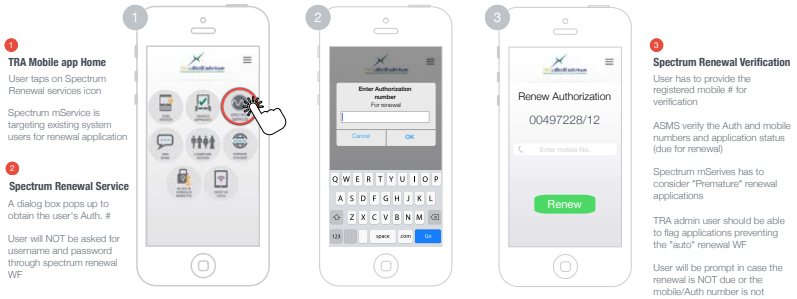
Maga Project: Automated Spectrum Management System (ASMS) - Upgradation overview

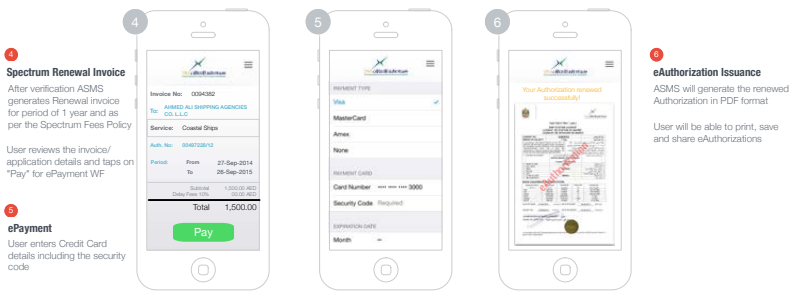


Deploying LSsolutions, upgrading, supporting and communicating with LStelcom for ASMS since 2006 till date.



Project: Automated Spectrum Management System Auto renewal - overview





https://www.lstelcom.com

https://www.lstelcom.com/yabbfiles/Attachments/SOL_User-Group_LSSummit_2015.pdf

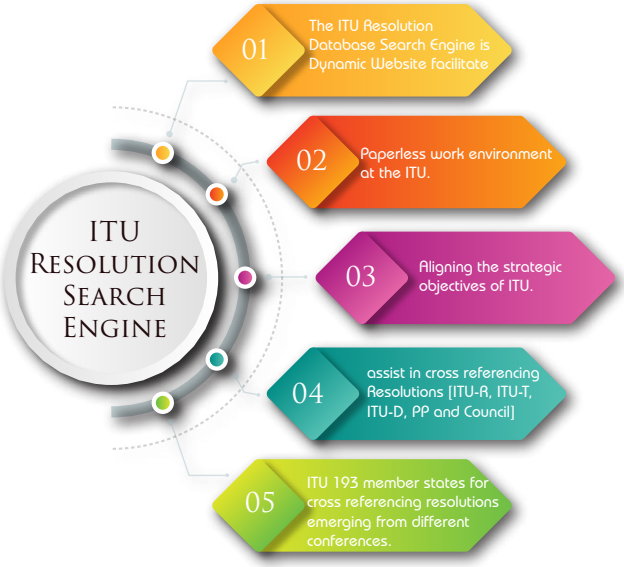
Please note: Below projects are public or developed project only screenshots without sharing their links or details.

WORK PROFILE:-

20+ Years of Expertise in Application / Web Development:

Overall having 20+ years of expertise in application / web development, below are few application / web developments completed for TRA.

Projects / Full Stack Developments



View in browser: http://baawans.com/projects/ITU-Resolution/itu.html

Project Installer Pack

Project Installer Pack - details

ITU Resolution - Installer Guide

ITU Resolution - User Guide

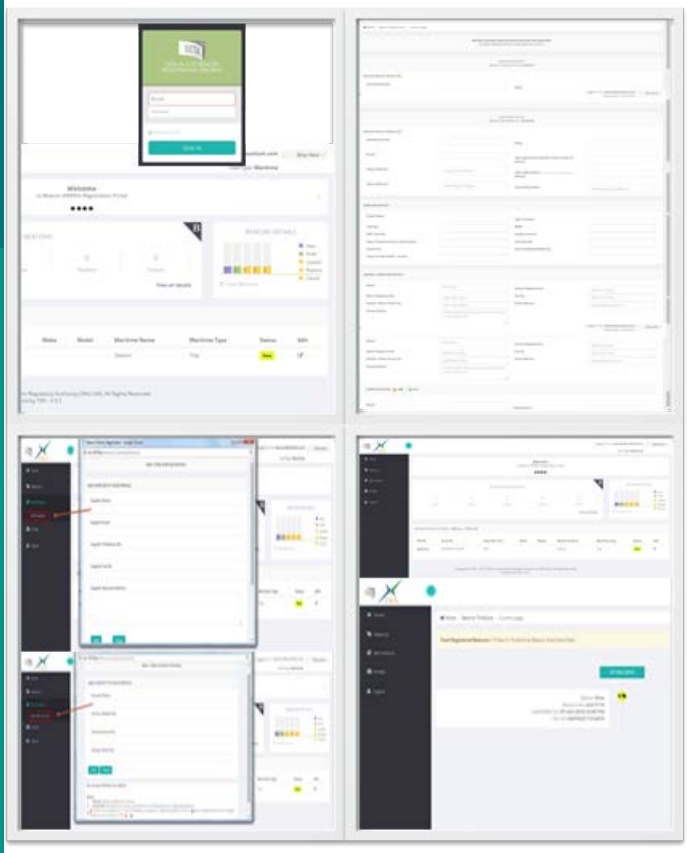
Installer Guide: http://baawans.com/projects/ ITU-Resolution/Doc/ ITU_Installer_Guide.pdf

User Manual: http://baawans.com/projects/ ITU-Resolution/Doc/ ITU_Res_User_Guide.pdf

WORK PROFILE:-

Beacon 406MHz Portal Version-1

Beacon 406MHz Responsive Portal Version-2



WORK PROFILE:-

https://asmg.ae

https://www.itu.int/en/ITU-R/terrestrial/broadcast/ASMG/pages/default.aspx

Client side portal

WORK PROFILE:-

Client side Portal

Admin side Portal

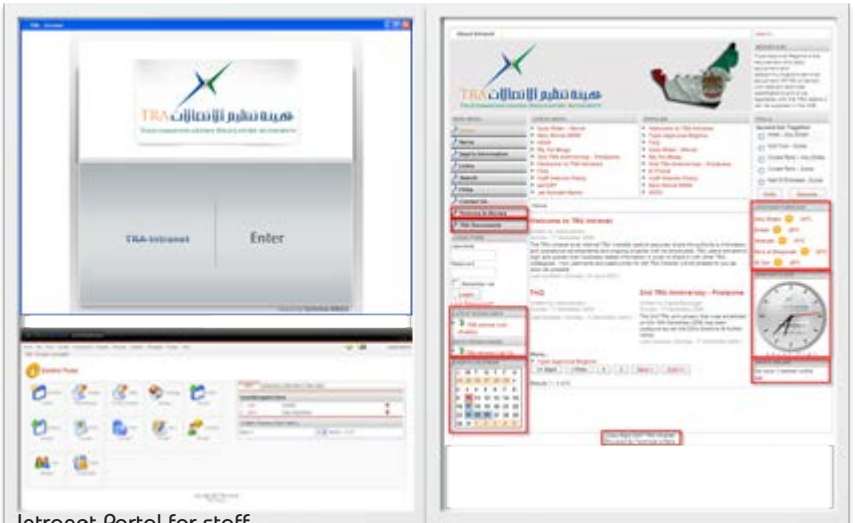
WORK PROFILE:-

Client side Portal

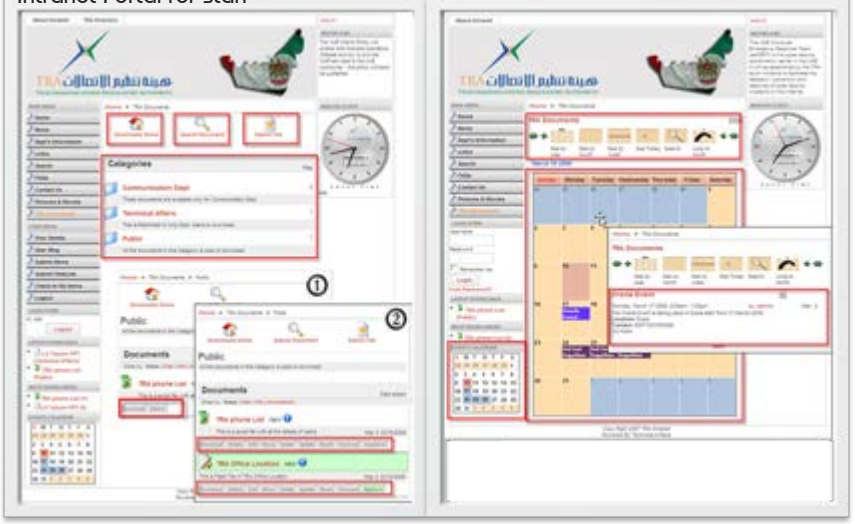
Admin side Portal

WORK PROFILE:-

Admin side Portal



Intranet Portal for staff



WORK PROFILE:-

ORGANIZATIONAL DEVELOPMENT

01 Online Intranet for TRA internal use with depts. and employees information.

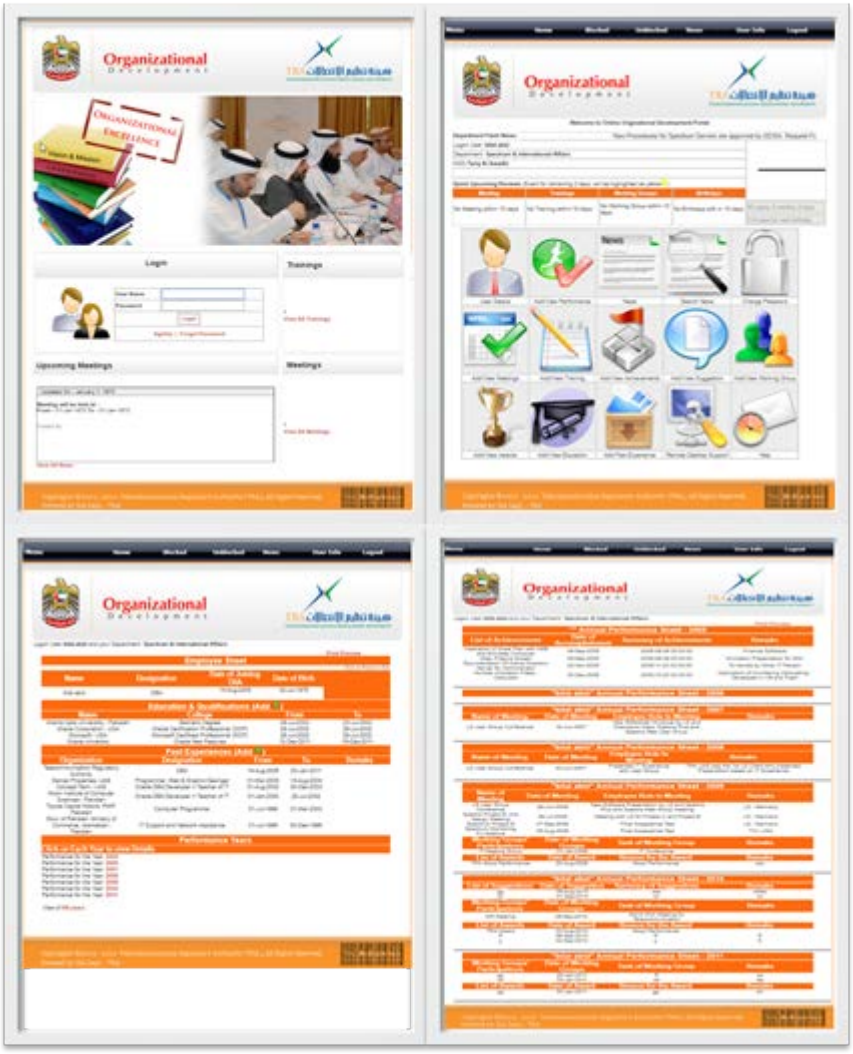
02 Employees can add their professional details with meetings and performances.

03 HOD, dept. staff can view the upcoming meetings.

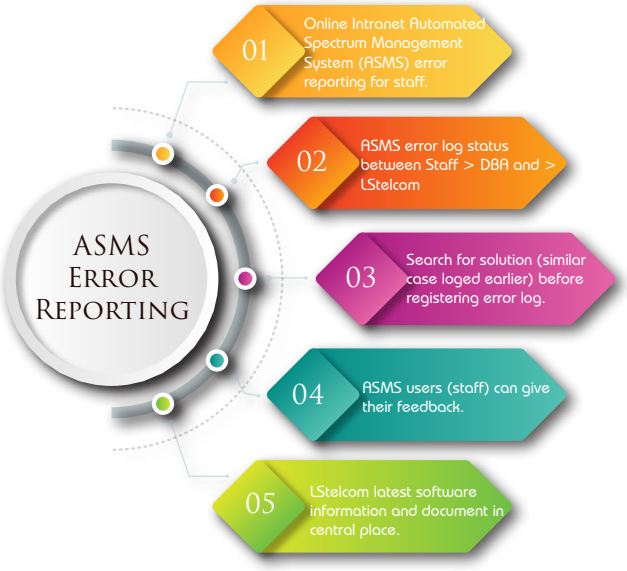
04 Dept. staff can add past experience, achievements, suggestions etc.

05 HOD can view dept. staff details, including its performance, trainings etc.

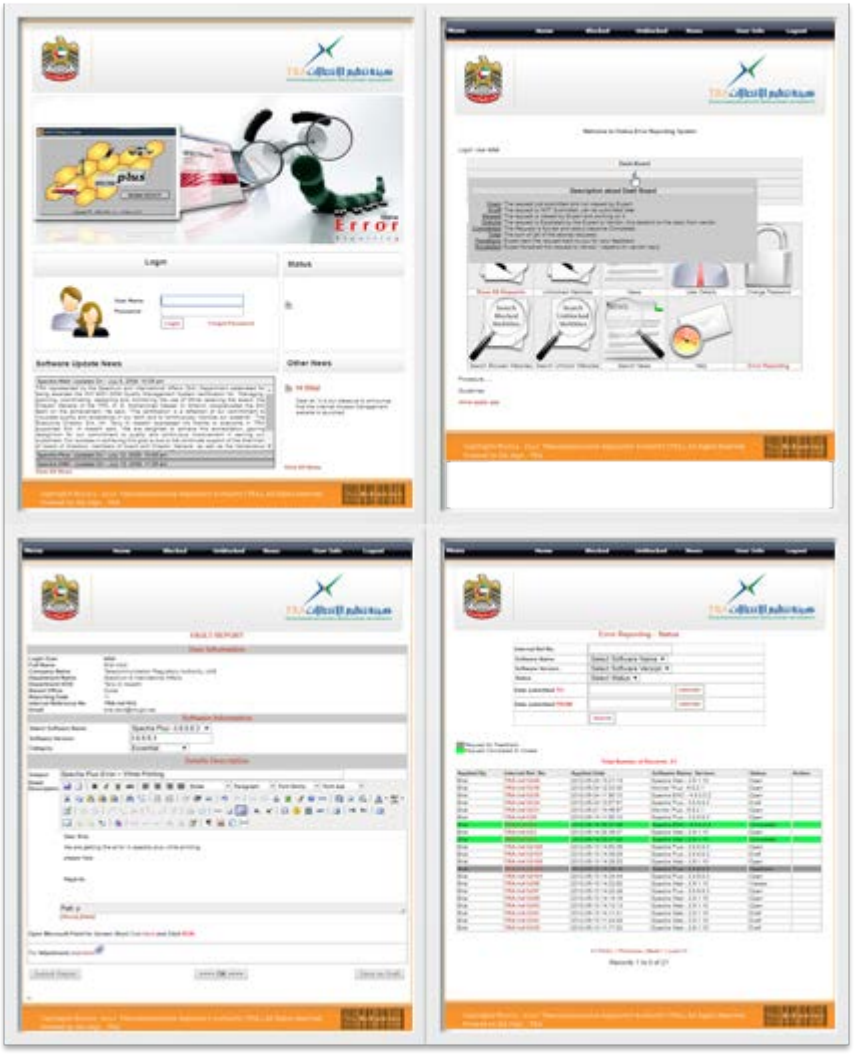
Intranet Portal for staff



WORK PROFILE:-



ASMS error reporting



Many other projects as full stack development.

WORK PROFILE:-

TRA IT 2017-2018 Projects / Supportive Projects

Below are the projects / supportive projects, played as major supported role in implementing during the year 2017 & 18.

S.No	Year	Project Name	Description	Direct (D) / Supportive (S)
1	2017	Spectrum e-Authorization	Optimized 3-4 days, created e-authorizations with 3-5mins. This will be the world spectrum 1st smart automated renewal.	D
2	2017	ASMS mystery shopper	Ease to customer for nominating dealer to fulfill radio technical application in secure manner	D
3	2017	UAE Government Accelerator	To meet UAE Govt. guideline for portals.	D
4	2017	Award Management System	Public can participate in different awards events.	S
5	2017	iGraphics system	Business process management system for enabling process excellence	S
6	2017	Visitor Management Solution (Qsystem system)	TRA customer reception queue system	S
7	2017	Privileged Access Management (PAM) and 2Factor Authentication	Enhancement in user access and privileges	S
8	2017	Remote Authentication Dial-In User Service (RADIUS) Project	Remote Authentication Enhancement	S
9	2017	Replacing of Network switch (AD Trust Relationship)	Network Enhancement	S
10	2017	Microsoft BI Dashboard System	Centralized multiple databases analysis	D
11	2017	Manage Engine Helpdesk Forms	Systematic request forms	S
12	2017	Telcordia Project (Technical Affairs)	Number repository for porting numbers between operators for mobile/fixed line	S
13	2017	Oracle Unlimited License Agreement	Optimized oracle license for cost saving	D
14	2017	Innovation Management System	Internal or external can submit their innovation ideas that can be reviewed, discussed, mature idea, goes into process and deployment.	S
15	2017	Microsoft Compliance Assessment for UAE Federal Govt.	Reassess Microsoft license for its utilizations across the UAE Federal entities	D
16	2017	Numbering and TAS system handover	Review the vendor handover systems	S
17	2017	Regulatory Affairs Online System "File maker"	For project management system	S
18	2017	Spectrum Monitoring Center database connectivity	Integrate Spectrum monitoring center with ASMS database within monitoring center	D
19	2017	MSSQL consolidation and performance	To save massive MSSQL cost and consolidate MSSQL with performance intact	D
20	2017	Hyper-V VM's shifting (Production and Staging to relevant names)	Migrated Hyper-V VM's according to their relevant places Production / Staging	D
21	2017	Backup Commvault upgradation	Upgraded Backup commvault version	D
22	2017	Commvault unlimited email sizing for TRA users	Review the commvault unlimited email sizing for TRA users	D
23	2017	SmartPass CRM	CRM Integration with smartpass	S
24	2017	IT ISO 20000	ISO certification for international standard for service management	S
25	2017	IT Access Control Procedures	Created IT access control procedures.	D
26	2017	The Gate on SharePoint	TRA intranet	S
27	2017	Correspondence Management System (Mosalati system)	Internal correspondence management system	S
28	2017	Inspection system project	System for Inspector to take reviews from customers	S
29	2017,18,19	ASMS Enhancement	Is mega project that include major upgradations and enhancement into spectrum system	D
30	2017,18,19	TRA ICT Government Data Center Migration	To migrate 50+ TRA services to FEDnet data center on 200+ VM's	D
31	2018	3Par, Blade Servers/ Enclosure, SAN switch Firmware up gradation	TRA System infrastructure improvement (350+ Servers): The firmware are very old that restrict us to add any additional hard disk resources or KVM firmware up gradation and improve security with its patches.	D
32	2018	HP Blade Server Swapping	TRA System infrastructure improvement: we need the blade servers to swap in order to have compatibility Enclosure firmware.	D
33	2018	TRA PMO office (project management system)	Arranging the Resources with FEDnet and supported vendor to installed their software on FEDnet vDC staging	D
34	2018	TRA Robot - Servers hardware / OS installation & Configuration	To provide the server hardware / OS installation & configuration for TRA Robot project	S
35	2018	TRA e-Services enhancement committee	To Enhance TRA e-Services committee for internal and public services	D
36	2018	Virtualization REDhat KVM Firmware up gradation	TRA System infrastructure improvement (200+ Servers): The firmware's are old that is not more supported by REDhat and has many network instability issues.	D
37	2018	Full Backup for 3par storage within limited storage before 3Par Activity	Precaution to have full backup before upgrading the 3par storage, to have full backup of 3par storage 72TB (arranged / managed within limited) storage backup	D
38	2018	TRA Policy Management Project - Compute Resources Installation & Configuration	To provide the Compute Resources for the project that Improvement & Enforcing systemic "Policy Management solution" Create legally valid proof of employees having seen, understood & agreed to policies by TRA.	S
39	2018	TRA Website Chat Server to build on High Availability	Enhancement and Improvement for TRA Website Chat Server to build on High Availability ensuring the continuity of services	S
40	2018	ISOrobot Server Compute resources with OS installed	To Provide the ISOrobot servers compute resources with OS installation that developed an electronic program for the management of all aspects of the Integrated Management System in the Authority and the ISO Group which is managed by the Quality and Excellence Department	S
41	2018	TRA Website database High Availability at TRA premises	Enhancement and Improvement for TRA Website database to build on High Availability ensuring the continuity of services	D
42	2018	TRA Audits (ISO 27,000, ISO 21,000, PCIDSS Internal Audit) Preparing and providing evidences for audits	To Prepared and providing the evidences for 4 audits	D
43	2018	Deploying Backup Software for Physical Servers	Preparing the Acronis Backup Management Server- To take physical server backup that can be restore during any OS level issue or disaster	D
44	2018	Hyperion Planning and OBIEE Services for TRA Prod Environment	Providing the compute resources OS installation for Hyperion Planning and OBIEE Services for TRA Prod Environment	D
45	2018	Awareness session to demonstrate the value of Enterprise Microsoft Agreement to TRA & its sub Entities	Arranging the Awareness session to demonstrate the value of Enterprise Microsoft Agreement for TRA IT & Sub Entities	S
46	2018	To reaccess Microsoft licenses utilization Trueup+Renewal by TRA IT & Sub Entities.	Very Challenging reaccess Microsoft licenses utilization Trueup+Renewal by TRA IT and to optimize the license.	D
47	2018	Spectrum ORACLE Oracle WebLogic vulnerability Fixed	To fix the Spectrum ORACLE WebLogic vulnerability	D
48	2018	Procure Additional Servers for new services (Oracle HR system)	To analyze the requirements, meeting with vendor, Preparing the requirements adding into BoQ, receiving hardware, confirming and deploying to TRA environment	D
49	2018	Apache Vulnerability to fix on all TRA servers	To fix the Apache Vulnerability to all TRA servers	D

Work Profile:-

Key Work Highlights

There were 230+ Projects, Sub Projects or supportive projects done by undersign in TRA (as shown in performance sheet.) since 2005-2018. above work profile projects those are public or developed project only screenshots without sharing their portal links or details.

Key Work Highlights

2017 Overall Rating Approved By the Appraisal Committee: 4-Exceeded Expectations

Overall Comments: Mr. Bilal played a very important role in system administration where he enhanced a lot of architecture and introduced security mitigation for legacy systems. He is relied upon in many of the daily operation and maintenance tasks and execute them on time. He is handling two mega projects that required extensive experience in redesigning and remodeling the infrastructure in a sustainable methodology. He was able to manage the vendors to deliver the milestones accordingly and contributed in many enhancements. He is recommended to be awarded 4.

Key Work Highlights

2018 Overall Rating Approved By the Appraisal Committee: 4-Exceeded Expectations

Overall Comments:

Mr. Bilal has shown great effort in the transformation period of IT. He was Involved in many projects and aspects of IT. He put in extra effort when not asked to. He can be relied upon in critical situations. He was a key player in the migration of IT infrastructure to Government Data Center. He has shown ability to manage atram of consultants and outsource engineers. He played a major role in different committees. He is recommended to get a rating of 4 this year.

Bilal Abid's Work Profile

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baawan@gmail.com
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