

BILAL ABID

ENTERPRISE ARCHITECT | SENIOR IT SPECIALIST | IT STRATEGIST | CYBERSECURITY & TECHNOLOGY GOVERNANCE
AI, AUTOMATION & DIGITAL TRANSFORMATION EXPERT

Deep Vertical Technical Expertise with Broad Horizontal Strategy.
Turning Strategy into Secure, Scalable, Cost-Optimized & Smart Solutions.

UAE Golden Visa

+971 50 7269 380 | Dubai, UAE | BAAwan@gmail.com | BAAwans.com | linkedin.com/in/bilalabid

28+
YEARS OF
EXPERIENCE

20+
YEARS IN
UAE Federal Govt.

250+
STRATEGIC PROJECTS
DELIVERED

\$22M+
COST SAVINGS
DELIVERED

8+
DATA CENTER
MIGRATIONS

120+
SERVICES
MODERNIZED

2000+
SERVERS / VMS
MANAGED

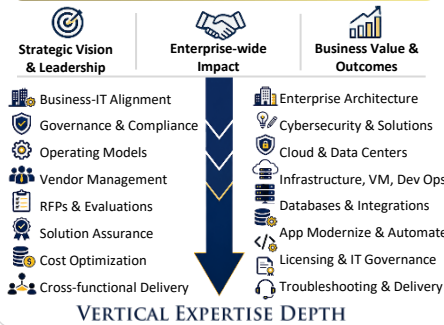
CAREER SUMMARY

- Enterprise Platform & Solution Architecture Expert leading complex system/application development, implementation, security, and cost-optimized on-premises/cloud solutions for Govts & Private sectors.
- 15+ Years of [Lstelcom](#) Telecom Solutions Expert.
- Expert in Digital Transformation & Automation.
- Expert in AI solution development, Generative AI integration, RAG, Agentic AI, local/cloud LLMs, OpenAI, Copilot automation, and AI-enabled business transformation.
- Expert Full-Stack Developer Web & Mobile Hybrid Native Apps, Systems Integration specialist, UI/UX analyst, hosting/security specialist.
- Expert in Creating/ Optimizing (ISO standards) logical /technical processes or procedures for smooth operations (SoP) / ease of customer journey.
- Expert in Enterprise IT Governance, policies, standards.
- Expert in Cyber Security, infrastructure and system hardening with tools, standards and procedures.
- Expert in planning, migration and operation of Data Centers (hardware engineer) and critical applications.
- Experienced in Project Management, issue forecasting, solution mitigation, strategic planning, business process improvement and management.
- Expert in budget analyzer, cost optimizing, capacity planner.
- Expert in IT internal audit and UAE external audit.

AIM

To maximize my professional expertise by driving secure, scalable, and cost-effective technology transformation through Enterprise Architecture principles. Build IT strategy, governance, policies, hardened infrastructure, optimized applications, AI-enabled solutions, and future-ready roadmaps aligned with business goals, digital transformation, data center modernization, cloud/on-premises operations, and G2G, G2B, G2C, B2B and B2C integration.

HORIZONTAL EXPERTISE DEPTH



CONTRIBUTED TO UAE NATIONAL & INTERNATIONAL RECOGNITION

INTERNATIONAL LEVEL:

- Techlead for TDRA Smart fastest spectrum automated renewal services in the telecom world [link](#) Services.
- Developed ITU Resolution Search Engine used by 198 ITU countries members, UAE presented to ITU Chairman [link](#) page 10.
- Presented & shared UAE IT ASMS experiences with Lstelcom Germany User Group (50+ world Telcom Authorities).
- Executed, deployed and operated the project UAE ASMS most innovative system in telecom world 2010 [link](#) page 9.
- Provided IT services during UAE hosted the World Telecommunication Development Conference for 56 countries [link](#) page 10.

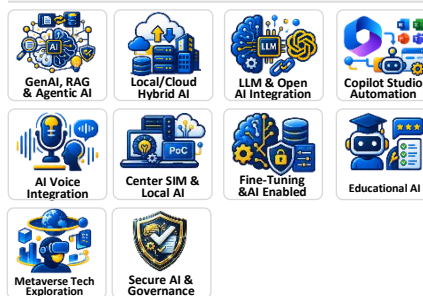
NATIONAL LEVEL:

- Led MoE Schools CCTV across UAE and MoE eServices, Integrations, systems migrations (3 Data Center migrations) including domains.
- Led MoE Covid system MoE Schools, integration with DHA system.
- Led TDRA SSO & Central Payment Gateway, and proposed UAE-wide SSO (which led to UAE Pass).
- TechLead for UAE Federal Government [Microsoft SAM](#) initiative, successfully executing enterprise license assessment.
- Led [Oracle ULA](#) and enterprise technology optimization across TDRA, aeDA, FEDnet ERP, FEDnet G2G Service Bus (GSB), H.A., EBS and SSO—delivering US\$5.31M in 3-year savings.
- Optimized Microsoft Datacenter & SQL (90 to 19) licensing, delivering US\$1.6M savings and establishing SAM governance/processes.
- Led transformation of TDRA Spectrum Services into digital/smart services across 2008, 2016 & 2020.
- Led migration and modernization across 8 Data Centers, achieving US\$6M savings; delivered a Greenfield environment supporting 120+ services and 2,000+ servers.
- Delivered large-scale G2G, G2B, G2C and system integrations, ensuring reliable enterprise operations.
- Developed and deployed in-house solutions valued at US\$3.5M.
- Established IT procedures, policies and digital-transformation frameworks, driving operational.
- More details & awards in Work Profile – [Link](#). Or All Achievements [link](#).

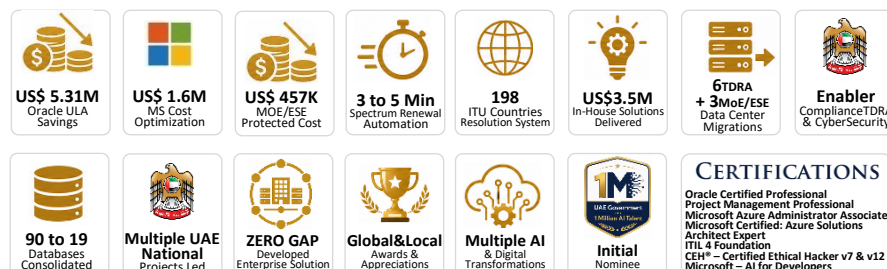
CORE COMPETENCIES



AI & AUTOMATION



KEY ACHIEVEMENTS SNAPSHOT



CERTIFICATIONS

Oracle Certified Professional Project Management Professional
Microsoft Certified: Azure Solutions Architect Expert
ITIL 4 Foundation
CEH+ – Certified Ethical Hacker v7 & v12
Microsoft – AI for Developers

KEY TECHNOLOGIES & PARTNERS WORKED WITH



PROFESSIONAL EXPERIENCE / CAREER JOURNEY



Federal Govt. Ministry of Education/ESE
Dubai, UAE | May 2021 – Present
Senior Information Technology Specialist

80+ Projects / Initiative

- Led major MoE / ESE transformation initiatives across digital services, website and e-services, Oracle Cloud Fusion ERP, CRM, CAFM, intranet, Time & Attendance, Route Optimizer, correspondence management, transport monitoring & Health Authority-integrated COVID alert systems.
- Supported MoE-ESE and ESE-MoE migrations including FEDnet, Active Directory, Exchange, SharePoint, OneDrive, Microsoft Cloud, Etisalat migration, Kubernetes with FEDnet, and 400+ servers / services migration programs.
- Drove governance, architecture and security deliverables including Zero-Gap RFP governance templates, demand management, HLD / LLD / SDD, Smart Inspection, TDRA / UAE CSC / ISO-aligned controls, IT policies, IT audits, VAPT, PAM, BYOD, CCTV, DLP and ISO 27001 / 20000 support.
- Led AI and automation initiatives including Center SIM Local AI PoC, Microsoft Copilot Studio automation, AI workshops and MoE ChatGPT for Education assessment/feedback.
- Delivered commercial protection through US\$177K ERP/Oracle recovery, US\$212K vendor claim mitigation and US\$68K risk/penalty handling.

TDRA Federal Govt. Telecommunication & Digital Government Regulatory Authority
Dubai, UAE | Aug 2005 – Apr 2021 (Y15.8)

Senior System Analyst / Systems Manager / Database Administrator / System Administrator
430+ Projects / Initiative

- Led TDRA SSO & Central Payment Gateway, and proposed UAE-wide SSO (which led to UAE Pass).
- Managed mission-critical government environments including 1200+ servers across three TDRA data centers, operations and broader responsibility across platforms.
- Led major delivered US\$5.31M Oracle ULA savings, US\$1.6M Microsoft EA/SAM optimization, US\$5M+ data center transformation savings, 90 to 19 databases consolidation and US\$3.5M in-house developed solutions.
- Delivered multiple data-center and service migrations including ICT migrations, ASMS migrations and government data-center transformations.
- Developed spectrum automation including 47 e-authorizations and Business Logic with vendor development for 52 automated renewal workflows, reducing processes from days to near-instant/minutes.
- Managed 15+ years of IStelcom ASMS ecosystem work, integrating TCI and Rohde & Schwarz solutions, reporting, licensing, budgeting and operational enhancements.
- Delivered national/international solutions including the ITU Resolution Search Engine, **UAE Mobile Guidelines**, G2G/G2B/G2C integrations, SSO / Single Payment Gateway and multiple IT steering/governance initiatives.
- Detailed Work Profile- [Link](#)

EARLIER CAREER SNAPSHOT



DAMAC Properties | Dubai, UAE
Web & Graphic Designer

Produced major advertising campaigns, websites, video editing, Flash banners, international plasma-screen content, 3D rendering; received exceptional bonus as 1 of only 3 staff out of 6,000 employees.

2004-2005
250+ P / I



ConceptTech | Dubai, UAE

Oracle DB Programmer / Web Developer / IT Instructor
Delivered Oracle programming, website design/hosting, Oracle and web-design training, complete customer IT solutions and competitive technical analysis.

2002-2003
15+ P / I



Nikon College of Computer Sciences | Islamabad, Pakistan
Manager / System Analyst / Oracle Programmer / IT Instructor

Delivered software development, Oracle/graphic/VB/e-commerce training, corporate training for US Embassy Pakistan and UNDP; recognized as Best Teacher and Best Programmer of the Year.

2000-2002
170+ P / I



Thames Business School | Islamabad, Pakistan
Visiting Faculty / IT Teacher

Taught web programming and supported web portal hosting and technical services.

2001
5+ P / I



Toyota Capital Motors | Islamabad, Pakistan
Computer Operator / Programmer

Developed departmental software, database tasks, Word/Excel templates, graphs, drafting and organizational charts.

1999-2000
35+ P / I



Comtech IT Solution | Islamabad, Pakistan
Hardware Engineer

Handled field support, computer assembly and hardware/printer troubleshooting.

1999
15+ P / I



Govt. of Pakistan, Ministry of Commerce / BIT
Network Operator | Islamabad, Pakistan

Supported network operations, software/hardware troubleshooting, equipment selection and personnel support.

1996
25+ P / I

P / I = Projects / Initiative



50+ SPECIALIST CAPABILITIES



STRATEGY & ARCHITECTURE

- Enterprise Architect & Solution Design
- Enterprise-wide IT Strategy & Roadmaps
- Business / IT Alignments & Governance
- Data Center Modernization & Consolidation
- Digital Maturity & Smart Services Strategy
- Digital Governments
- G2G/G2B/G2C Integration



AI & AUTOMATION

- AI Solution Development & Integration
- Generative AI, RAG & Agentic AI Local / Cloud / Hybrid LLM Integration
- OpenAI Integration
- Microsoft 365 Copilot & Copilot Studio Automation
- AI Voice Assistant Concepts
- Process Automation & Workflows Orchestration



CYBERSECURITY & GOVERNANCE

- Cybersecurity Expert
- Infrastructure & System Hardening
- IT Governance
- ISO-Aligned SOPs, Policies & Procedures
- UAE Digital, Cybersecurity & AI Assessment & Compliance Expert
- Zero-Gap Security Governance & Risk Management
- Security Awareness & Compliance



ANALYSIS & MANAGEMENT

- System Analyst
- Business Analyst
- Data Analyst
- Vulnerability Analyst
- Systems Manager
- Database Administrator
- System Administrator
- System Procedure Analyst
- System Budget Analyzer
- Cost Optimization Specialist
- Capacity Planner



INFRASTRUCTURE & CLOUD

- Data Center Design Hybrid / Multiple-Cloud Architecture
- Data Center Analysis, Migration & Operations
- Cloud & On-Premises Infrastructure
- Server, Storage, Network Engineering
- VDI & Virtualization Specialist
- Docker, Kubernetes & Containerization (FEDnet)
- Backup & Restore Specialist
- System & Software Architecture Designer
- Hardware Engineer



DEVELOPMENT & INTEGRATION

- Enterprise Application Development & Customization
- Full-Stack Developer
- Database design & Optimization
- Web & Mobile Hybrid / Native Apps Developer
- Systems Integration Specialist
- G2G, G2B, G2C, B2B & B2C Integration
- UI/UX Analyst
- Web Architecture Specialist
- Web Services, Hosting & Security Specialist
- e-Commerce Solutions



PROJECT & COST OPTIMIZATION

- Project Management (Agile & Waterfall)
- Create RFP, RFI, RFQ, Evaluations
- Vendor Management
- Issue Forecasting & Solution Mitigation
- Licensing Optimization
- Microsoft SAM / EA / 365 E3 & E5
- Oracle ULA Optimization



CONSULTING & AUDIT SUPPORT

- IT Consulting & Advisory
- Governance Committees & Steering
- Best Practices & ITIL Processes
- Change Management
- Software Development Consultant
- IT Consultant
- IT Internal & UAE External Audit Support



TECHNICAL TECHNOLOGY DEPTH / DEPLOYED PLATFORMS



APPLICATIONS & BUSINESS PLATFORMS

Oracle Cloud Fusion (SaaS & PaaS) | JD Edwards ERP / CRM / SCM / HCM | Hyperion | OBIEE | HR iRecruitment | HR Talent Management | ESE Website & Services / Website 2.0 | Correspondence Management | Time & Attendance | Route Optimizer | Student Wellbeing & Extra-Curricular Activities Management | Enterprise Intranet | JIRA | ManageEngine HelpDesk | Microsoft BI Dashboard | Policy Management | Online Numbering Management Portal



NETWORK, CONNECTIVITY & OPERATIONS

e-Diham Payment Integration | FAB Bank / Payment Integration | School CCTV | Transport Monitoring Room | RADIUS | FEDnet Virtual Data Center 200+ VM | High Availability & DR | Type Approval Data Integration / Migration | Licenses Utilization Assessment | UAE Government Accelerators



INFRASTRUCTURE & VIRTUALIZATION

3-Tier Architectures | VMware | Hyper-V | Red Hat | VirtualBox | Blade & Rack Server Infrastructure | Windows Server | Linux | Storage MSA | 3PAR | SAN | NAS | Data Center Migration | Greenfield Data Center Migration | Oracle / SQL High Availability & Consolidation



DATA PROTECTION & DISASTER RECOVERY

IBM Tivoli | Commvault | Acronis | Backup & Restore | BaaS | DR Planning & Testing | Data Protection | BYOD | DLP



IDENTITY, SECURITY & ACCESS MANAGEMENT

Active Directory | Exchange | Domain Migration | PAM | 2FA | RADIUS | SharePoint Online | OneDrive | Microsoft Cloud | Kubernetes with FEDnet | VAPT | DLP



REGULATORY, ITU & ENTERPRISE SOLUTIONS

Enterprise Demand Governance Platform | Alphabet Enterprise Solution | Automated Spectrum Management System — ASMS / Spectra Plus / Spectra Web | Spectrum Smart Services | Automated Spectrum Renewal Workflow | Spectrum e-Authorization / Digital Licensing | 406 MHz Distress Beacon / EPIRB Registration Portal | Online Numbering Management Portal | Type Approval Integration / Migration | ASMG Website & International Meeting Portal | ITU Resolution Search Engine | Internet Access Management Portal | Online Customer Satisfaction Survey | Spectrum Customer Email Distribution Portal | HR Help Desk Portal | Award Management System | Innovation Management System | Oracle ULA | Microsoft SAM / EA | Licensing & Asset Governance



PLATFORM INTEGRATIONS

CI / CD Pipelines | API Integrations | Manage Engine | System Integrations | Service Bus | Data Integration | ESB | FEDnet GSB



EDUCATION

Advance Diploma in Computer Sciences
Diploma in Computer Sciences
Bachelor of Arts
IT Administration & Management
Computer Sciences
FSc / B.Sc
Matriculation
Computer Certificates



COURSE

Oracle 11g: New Features for Administrators Ed2
Oracle 10g: RAC for Administrators Ed2
The Fundamentals of Project Management
Crystal Report Developer for Creating and Modifying ASMS Reports
IBM Tivoli
Lynda & other CBT Trainings



LANGUAGE

English
Urdu
Punjabi
Arabic — Reading