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.

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28+	20+	250+	US$22M+	8+	120+	2000+
YEARS OF EXPERIENCE	YEARS IN UAE FEDERAL GOVT.	STRATEGIC PROJECTS DELIVERED	COST SAVINGS DELIVERED	DATA CENTER MIGRATIONS	SERVICES MODERNIZED	SERVERS / VMS MANAGED

Holder of UAE Golden Visa.

PROFESSIONAL SUMMARY

Enterprise Architect and Senior IT Specialist with 28+ years of overall IT experience, including 20+ years within UAE Federal Government. Deep vertical technical expertise combined with broad horizontal strategy, turning strategy into secure, scalable, cost-optimized and smart solutions. Track record includes 250+ strategic projects delivered, $22M+ in cost savings delivered, 8+ data center migrations, 120+ services modernized, and 2,000+ servers/VMs managed.

Objective: To maximize 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.

- Enterprise Platform & Solution Architecture Expert leading complex system/application development, implementation, security, and cost-optimized on-premises/cloud solutions for government and private sectors.
- 15+ years of LStelcom telecom solutions expertise.
- 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 for web and mobile hybrid/native apps; Systems Integration specialist; UI/UX analyst; hosting/security specialist.
- Expert in creating/optimizing (ISO standards) logical/technical processes and procedures for smooth operations (SOP) and ease of customer journey.
- Expert in Enterprise IT Governance, policies, and 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 background) and critical applications.
- Experienced in Project Management, issue forecasting, solution mitigation, strategic planning, business process improvement and management.
- Expert in budget analysis, cost optimization, and capacity planning.
- Expert in IT internal audit and UAE external audit.

Horizontal Expertise Depth

Strategic Vision & Leadership: Business-IT Alignment, Governance & Compliance, Operating Models, Vendor Management, RFPs & Evaluations, Solution Assurance, Cost Optimization, Cross-functional Delivery

Enterprise-wide Impact: Enterprise Architecture, Cybersecurity & Solutions, Cloud & Data Centers, Infrastructure/VM/DevOps, Databases & Integrations, App Modernization & Automation, Licensing & IT Governance, Troubleshooting & Delivery

CORE COMPETENCIES

Enterprise Architecture; Cloud & Data Centers; IT Strategy & Governance; Cybersecurity & Compliance; Digital Transformation; Solution Architecture; Systems Integration; Project & Vendor Management; Budget & Cost Optimization; AI / Innovation; Expert in LS (LStelcom) Solutions; SOP & Policies.

AI & AUTOMATION FOCUS AREAS

Generative AI, RAG & Agentic AI; Local/Cloud Hybrid AI; LLM & OpenAI Integration; Copilot Studio Automation; AI Voice Integration; Center SIM & Local AI; Fine-Tuning & AI-Enabled Educational AI; Metaverse Technology Exploration; Secure AI & Governance.

KEY ACHIEVEMENTS — QUANTIFIED HIGHLIGHTS

- US$5.31M in Oracle ULA (Unlimited License Agreement) savings.
- US$1.6M in Microsoft cost optimization (Datacenter & SQL licensing, 90 to 19).
- US$457K MoE/ESE protected cost (commercial protection through recovery, claim mitigation and risk/penalty handling).
- Spectrum renewal automation reduced from days to 3 to 5 minutes.
- ITU Resolution Search Engine used by 198 ITU member countries.
- US$3.5M in in-house solutions delivered.
- 8+ data center migrations overall (documented elsewhere as 6 TDRA + 3 MoE/ESE data center migrations, and as 8 Data Centers with US$6M savings).
- Compliance enabler for TDRA and cybersecurity across Federal Government engagements.
- 90 to 19 databases consolidated without security or performance impact.
- Multiple UAE national projects led.
- “Zero-Gap” enterprise solution developed and delivered.
- Multiple global and local awards and appreciations received.
- Multiple AI and digital transformation initiatives delivered.
- Initial nominee, UAE Leadership 1 Million AI Talent initiative.
- 28+ years of overall IT experience; 20+ years within UAE Federal Government; 250+ strategic projects delivered; $22M+ in total cost savings delivered; 120+ services modernized; 2,000+ servers/VMs managed.

CONTRIBUTIONS TO UAE NATIONAL & INTERNATIONAL RECOGNITION

International Level

- Tech lead for TDRA's smart, fastest spectrum automated renewal services in the telecom world.
- Developed the ITU Resolution Search Engine, used by 198 ITU member countries; presented to the ITU Chairman.
- Presented and shared UAE IT/ASMS experiences with the LStelcom Germany User Group (50+ world telecom authorities).
- Executed, deployed and operated the UAE ASMS project — recognized as the most innovative system in the telecom world, 2010.
- Provided IT services during the UAE-hosted World Telecommunication Development Conference (WTDC) for 56 countries.

National Level (UAE)

- Led MoE Schools CCTV deployment across UAE, and MoE e-Services, integrations and systems migrations (3 data center migrations) including domains.
- Led the MoE COVID system across MoE Schools, integrated with the DHA (Dubai Health Authority) system.
- Led TDRA SSO & Central Payment Gateway, and proposed UAE-wide SSO, which contributed to UAE PASS.
- Tech lead for the UAE Federal Government Microsoft SAM initiative, successfully executing an 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 licensing (90 to 19), delivering US$1.6M in savings and establishing SAM governance/processes.
- Led transformation of TDRA Spectrum Services into digital/smart services across 2008, 2016 and 2020.
- Led migration and modernization across 8 data centers, achieving US$6M in savings; delivered a Greenfield environment supporting 120+ services and 2,000+ servers.
- Delivered large-scale G2G, G2B and G2C 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 excellence.

GLOBAL RECOGNITIONS & AWARDS

- UAE Leadership 1 Million AI Talent — initial nominee.
- QNAP World Open Competition — Exceptional Winner, 2019.
- QNAP World Open Competition — Winner, 2017.
- Exceptional bonus recipient — 1 of only 3 staff out of 6,000 employees at DAMAC Group.
- Creative Designer Award — Directorate General of Immigration & Passports, Ministry of Interior, Government of Pakistan.
- Best IT Teacher/Instructor and Best Programmer of the Year.
- Corporate trainer to the US Embassy Pakistan and UNDP.

CERTIFICATIONS

- Oracle Certified Professional (OCP).
- Project Management Professional (PMP).
- Microsoft Certified: Azure Administrator Associate.
- Microsoft Certified: Azure Solutions Architect Expert.
- ITIL 4 Foundation.
- CEH — Certified Ethical Hacker, v7 & v12.
- Microsoft — AI for Developers.

PROFESSIONAL EXPERIENCE

Senior Information Technology Specialist

Federal Govt. Ministry of Education / Emirates Schools Establishment (ESE), Dubai, UAE | May 2021 – Present

- 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, and 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 a Center SIM Local AI proof of concept, Microsoft Copilot Studio automation, AI workshops, and MoE ChatGPT for Education assessment/feedback.
- Delivered commercial protection through US$177K in ERP/Oracle recovery, US$212K in vendor claim mitigation, and US$68K in risk/penalty handling.

Senior System Analyst / Systems Manager / Database Administrator / System Administrator

Federal Govt. Telecommunications & Digital Government Regulatory Authority (TDRA), Dubai, UAE | August 2005 – April 2021 (15.8 years)

- Led TDRA SSO & Central Payment Gateway, and proposed UAE-wide SSO, which contributed to UAE PASS.
- Managed mission-critical government environments including 1,200+ servers across three TDRA data centers, plus operations and broader responsibility across platforms.
- Led delivery of US$5.31M in Oracle ULA savings, US$1.6M in Microsoft EA/SAM optimization, US$5M+ in data center transformation savings, 90-to-19 database consolidation, and US$3.5M in 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 processing time from days to near-instant/minutes.
- Managed 15+ years of LStelcom 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.

Web & Graphic Designer

DAMAC Properties, Dubai, UAE | 2004 – 2005

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

Oracle DB Programmer / Web Developer / IT Instructor

ConcepTech, Dubai, UAE | 2002 – 2003

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

Manager / System Analyst / Oracle Programmer / IT Instructor

Nicon College of Computer Sciences, Islamabad, Pakistan | 2000 – 2002

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

Visiting Faculty / IT Teacher

Thames Business School, Islamabad, Pakistan | 2001

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

Computer Operator / Programmer

Toyota Capital Motors, Islamabad, Pakistan | 1999 – 2000

- Developed departmental software and database tasks; produced Word/Excel drafting, graphs and organizational charts.

Hardware Engineer

Comtech IT Solution, Islamabad, Pakistan | 1999

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

Network Operator

Government of Pakistan, Ministry of Commerce / BIT, Islamabad, Pakistan | 1996

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

SPECIALIST CAPABILITIES (50+)

Strategy & Architecture

- Enterprise Architect & Solution Design.

- Enterprise-wide IT Strategy & Roadmaps.
- Business/IT Alignment & Governance.
- Data Center Modernization & Consolidation.
- Digital Maturity & Smart Services Strategy.
- Digital Government / 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 & Workflow Orchestration.

Cybersecurity & Governance

- Cybersecurity Expert.
- Infrastructure & System Hardening.
- IT Governance.
- ISO-Aligned SOPs, Policies & Procedures.
- UAE Digital, Cybersecurity & AI Assessment and 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).
- Creating RFP, RFI, RFQ and 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 Recruitment; 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-Dirham 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; License 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; Backup-as-a-Service (BaaS); DR Planning & Testing; Data Protection; BYOD; DLP.

Identity, Security & Access Management

Active Directory; Exchange; Domain Migration; PAM; Two-Factor Authentication (2FA); RADIUS; SharePoint Online; OneDrive; Microsoft Cloud; Kubernetes with FEDnet; VAPT; Help Desk Portal.

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 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; ManageEngine; System Integrations; Service Bus; Data Integration; Enterprise Service Bus (ESB); FEDnet GSB.

Key Technologies & Partners Worked With

AWS; Microsoft; Azure; Microsoft 365; Oracle; Oracle Cloud; Presight; UAE FEDnet; Adobe; BeyondTrust; Dell; HP; HPE; Commvault; Hyper-V; OpenAI; SQL Server; Nutanix; Red Hat; Linux; IBM; SAP; MySQL; PostgreSQL; Symantec; Acronis; QNAP; Cisco.

EDUCATION

- Bachelor of Arts — Allama Iqbal Open University, Islamabad.
- Advance Diploma in Computer Sciences — Nicon College of Computer Sciences, Islamabad.
- Diploma in Computer Sciences / IT Administration & Management — Abacus College of Computer & Management Sciences, Rawalpindi.
- FSc / B.Sc (Computer Sciences) — Government College Asghar Mall, Rawalpindi.
- Matriculation — Saint Paul's Cambridge School, Rawalpindi.
- Computer Certificates (various).

COURSES & PROFESSIONAL TRAINING

- Oracle 11g — New Features for Administrators, Ed. 2 — Oracle University, Dubai.
- Oracle 10g — RAC for Administrators, Ed. 2 — Oracle University, Dubai.
- The Fundamentals of Project Management — Sukad, Abu Dhabi.
- Crystal Report Developer for Creating and Modifying ASMS Reports — LStelcom, Germany.
- IBM Tivoli — IBM/GBM, Dubai.
- Lynda and other CBT (computer-based training) courses.

LANGUAGES

English; Urdu; Punjabi; Arabic (Reading).

NOTE

This ATS-friendly CV version is created for recruiters and online job portals, using clean searchable text and a simple structure to improve system scanning, keyword matching, and readability while preserving the same key information from the Bilal Abid's infographic CV Ver-3.0.

ATS = Application Tracking System.