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BILAL ABID

Certified: ORACLE CERTIFIED PROFESSIONAL | PMP® PROJECT MANAGEMENT PROFESSIONAL | Microsoft CERTIFIED AZURE ADMINISTRATOR ASSOCIATE | Microsoft CERTIFIED AZURE SOLUTIONS ARCHITECT EXPERT | ITIL® 4 FOUNDATION | CEH® CERTIFIED ETHICAL HACKER | Microsoft AI FOR DEVELOPERS

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

Strategic Vision & Leadership	Enterprise-wide Impact	Business Value & Outcomes

Business-IT Alignment	Enterprise Architecture
Governance & Compliance	Cybersecurity & Solutions
Operating Models	Cloud & Data Centers
Vendor Management	Infrastructure, VM, Dev Ops
RFPs & Evaluations	Databases & Integrations
Solution Assurance	App Modernize & Automate
Cost Optimization	Licensing & IT Governance
Cross-functional Delivery	Troubleshooting & Delivery

Vertical Expertise Depth

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 Solutions
- SOP & Policies

AI & Automation

- GenAI, RAG & Agentic AI
- Local/Cloud Hybrid AI
- LLM & Open AI Integration
- Copilot Studio Automation
- AI Voice Integration
- Center SIM & Local AI
- Fine-Tuning &AI Enabled
- Educational AI
- Metaverse Tech Exploration
- Secure AI & Governance

Key Achievements Snapshot

- **US$ 5.31M** Oracle ULA Savings
- **US$ 1.6M** MS Cost Optimization
- **US$ 457K** MOE/ESE Protected Cost
- **3 to 5 Min** Spectrum Renewal Automation
- **198** ITU Countries Resolution System
- **US$3.5M** In-House Solutions Delivered
- **6TDRA + 3MoE/ESE** Data Center Migrations
- **Enabler** ComplianceTDRA & CyberSecurity
- **90 to 19** Databases Consolidated
- **Multiple UAE National** Projects Led
- **ZERO GAP** Developed Enterprise Solution
- **Global&Local** Awards & Appreciations
- **Multiple AI** & Digital Transformations
- **Initial** Nominee

Certifications

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

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.

Global Recognitions & Awards

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

KEY TECHNOLOGIES & PARTNERS WORKED WITH

aws | Microsoft | Azure | Microsoft 365 | presight | ORACLE | ORACLE CLOUD | 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

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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.

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 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.
- 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

ConcepTech | 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

Nicon 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 depts software, database tasks, Word/Excel templates, graphs, drafting & 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 | Islamabad, Pakistan
Network Operator
Supported network operations, software/hardware troubleshooting, equipment selection & 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 & eServices / 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 | 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

BAAwans.com / Ask my AI Twin | dev.baawans.com | ATS-Compatible CV OR Simpler version - Link