

Bilal Zaka

An accomplished IT professional and academician with over 24 years of extensive experience. Currently serving full-time in a technical management role at a leading university in Pakistan. Actively engaged in honorary consultancy services to the Higher Education Commission of Pakistan and other government bodies as a member of various technical committees. Proficient in modern software development practices, network/system design, management, and security. Proven track record for initiating and leading new projects, combining technical, academic, and management expertise with recognition at both national and international levels.

Professional Interests: Developing and enhancing institutional information systems and data stores using modern DevOps best practices. Exploring the use of AI/LLMs (machine learning) to enhance capabilities of conventional information systems and unlock the value of structured and unstructured data.

SKILLS SUMMARY

- Rich experience of large and diverse team management (Technical, Academic, Operations, Finance)
- Project management skills (Agile methodologies and tools)
- Research and Technical writing (Academic publications, Organizational Documentation, Project Proposals)
- Development (Well versed in major programming frameworks, approaches and languages i.e. .Net, Spring, Angular, Micro services, Python, C#, Java/JS, PHP, SQL)
- Design and development of specialized RAG systems leveraging LangChain, Hugging Face Transformers, Qdrant, and other LLM integration frameworks.
- Dev-Ops (CI/CD, Docker, Git, SVN etc)
- System/Network management (Infrastructure all levels, data center design, operations, Virtualization/Hypervisors, Domain, Web, File, Application, DB, Communications servers, Firewalls, NAT, Routers, BASH Shell scripting, Windows/Linux platforms, LAN/WAN setup and operations expertise, Cloud system and services)
- Security, Monitoring and Auditing (Hands on knowledge and experience of penetration testing tools, vulnerability analysis platforms, secure development practices)

EMPLOYMENT HISTORY

- COMSATS University Islamabad, (Aug 2001 - To-date) [Full Time]
 - Head Virtual Campus (2025 to date)
 - Head IT Services/Snr. Manager (2016-to-2024)
 - Charge of Controller Office (2020-2021)
 - Interim Director/GM-IT Virtual Campus (2012-2016)
 - General Manager IT (2009-2016)
 - Assistant Professor/Manager (2001-2009)
- eletec Inc., Software Consultant, (Nov 1999 – Aug 2001) [Full Time]
- Quaid-i-Azam University., Visiting Faculty, (Aug 2000 - Feb 2001) [Part Time]
- Hamdard University., Visiting Faculty, (July 1999-Dec 1999) [Full Time]
- COMSATS Institute Islamabad. Visiting Faculty, (June 1999-April 2001). [Part Time]
- Systems Research Pvt. Ltd., Network/System Admin/Lecturer, (Jan 1999-July 1999) [Full Time]

ACADEMIC RESEARCH / PUBLICATIONS

- <https://orcid.org/0000-0001-6176-2541>
- <https://www.scopus.com/authid/detail.uri?authorId=14623469800>
- <https://scholar.google.com.pk/citations?user=-e9Up68AAAAJ&hl=en>

SOFT SKILLS

- Strategic thinking, Decision making, Team player
- Strong presentation and communications skills
- Procurement management, Tendering and bidding processes, Contract negotiations, Compliance and regulatory knowledge, Cost-Benefit analysis
- UI/UX Creativity and Digital design

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Born: 02 June 1975

EDUCATION

- Ph.D. in Informatics / Computer Science, 2005 – 2009, Graz University of Technology, Austria
- Master of Sciences (M.Sc.) Electronics, 1997 – 1999, Quaid-i-Azam University Islamabad, Pakistan
- Bachelor of Sciences (B.Sc.), 1994 – 1996, University of Punjab Lahore, Pakistan

PROJECTS / ACHIEVEMENTS

- CUI IT Infrastructure planning and development (multiple campuses), COMSIS/CU-Online product design and development.
- COMSAT University Virtual Campus planning and implementation (Technical, Academics and operations)
- Major contributions in operations and technical infrastructure of National Testing Services NTS
- International collaborations and projects (World Bank, TUG/HCC Austria, AF/NID)
- Asi@Connect Trans-Eurasia Information Network (TEIN) reviewer
- HEC Overseas PhD scholarship 2005, Ernst Mach Grant (EZA) Austria 2018/2024
- 12th TERADATA National IT excellence Award 2014
- HEC National Technical Committee permanent member 2012- to date

REFERENCES

Available upon request. Supervisors and peers reference contacts from COMSATS University Islamabad, Pakistan, Higher Education Commission (HEC) Pakistan, Graz University of Technology (TUG), Austria, and Quaid-i-Azam University (QAU), Pakistan can be provided.