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 (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 (Active publication profile, 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)
- 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 IT Services/Snr. Manager (2016-to-date)
  - Charge of Controller Office (2020-2021)
  - Interim Director/GM-IT Virtual Campus (2012-2016)
  - General Manager IT (2009-2016)
  - Assistant Professor/Manager (2001-2009)
- eletel 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, People management, Conflict resolutions
- 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/ISDS 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.