



MOHAMMAD IBRAHIM KHALIL



EXPERIENCE

IT Manager Update Interior BD Limited - Dhaka, Bangladesh 11/2025 - Current

- Achieved 99.9% system uptime by directing IT operations for multi-location interior solutions company.
- Enhanced operational efficiency by 30% through strategic oversight of IT infrastructure planning.
- Increased workflow accuracy and data visibility by 40% via successful ERP/CRM implementation and customization.
- Resolved incidents within 4-6 hours by leading an effective IT support team, securing over 95% user satisfaction.
- Reduced security risks by 70% through implementation of robust cybersecurity measures and protocols.
- Negotiated contracts with vendors and suppliers, securing cost-effective solutions for IT needs.
- Maintained minimal downtime while administering servers, LAN/WAN, cloud tools, CCTV surveillance, and biometric systems.

IT Assistant Manager AKS Khan Pharmaceuticals Limited - Dhaka, Bangladesh 11/2023 - 11/2025

- Led end-to-end ERP system implementation, resulting in enhanced data processing speed by 25% and reduced inventory discrepancies by 30% across multiple outlets.
- Administered IT infrastructure with a focus on maintaining 99.9% uptime for servers across all branches.
- Managed robust network architecture to secure scalable performance for over 1,000 concurrent users.
- Oversaw comprehensive backup procedures and disaster recovery plans to ensure data security compliance with GMP standards.
- Provided advanced technical support, successfully resolving over 95% of escalated issues within agreed timelines.
- Played an instrumental role in digital transformation projects that achieved 20% annual improvement in operational efficiency through IT automation.
- Streamlined IT procurement processes and vendor relationships, leading to a 15% reduction in costs annually.
- Handled database management tasks involving SQL Server, MySQL, MsSql, MySql, and PostgreSQL.
- Implemented new software systems, overseeing installation and training staff on functionalities to enhance efficiency.
- Led a team of IT professionals, providing guidance and support to improve performance and productivity.

Senior Systems Engineer Mir Group of Companies Limited - Dhaka, Bangladesh 10/2014 - 11/2023

- Designed, deployed, and maintained enterprise-wide IT infrastructure for five business units in manufacturing, distribution, and retail sectors.

PERSONAL CONTACT

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SUMMARY

IT professional with 12 years of experience in enterprise IT operations across pharmaceuticals, retail, and diversified sectors. Proven expertise in ERP system management and IT infrastructure planning, achieving 99.99% system uptime. Successfully led ERP deployments that enhanced operational efficiency through strategic technology integration. Holds a B.Sc. in Computer Science & Engineering and currently pursuing a Postgraduate Diploma in software engineering.

SKILLS

- Infrastructure planning in IT
- Linux server management
- Cybersecurity enforcement policies
- Leadership and mentoring
- Project oversight and management
- Operational support services
- Departmental leadership
- Crisis resolution strategies
- Proficiency in Microsoft Office 365
- Inventory systems management
- Vendor negotiation
- Strategic IT planning
- Implementation of cybersecurity protocols

- Network administration and management
- ERP system deployment and implementation
- data analysis techniques
- Problem-solving abilities
- Budget management

SOCIAL NETWORKS

- <https://www.linkedin.com/in/mohammad-ibrahim-khalil-it/>
- www.ibrahimtech.online

- Administered over 30 physical and virtual servers (Windows/Linux), achieving 99.99% uptime and optimized performance.
- Managed comprehensive ERP implementation, upgrades, and integrations, enhancing reporting speed by 25% and reducing manual errors by 20%.
- Implemented stringent network and cybersecurity protocols, minimizing breaches while ensuring compliance with ISO/IT policies.
- Performed root cause analysis and created corrective action strategies to mitigate risks.

IT Support Engineer Interface IT - Dhaka, Bangladesh

09/2012 – 10/2014

- Achieved over 95% customer satisfaction by delivering technical support across hardware, software, and network systems.
- Maintained 98% resolution rate for Level 1 and Level 2 support tickets within SLA.
- Resolved an average of 30 support tickets daily, ensuring timely issue resolution.
- Installed, configured, and maintained desktop systems, laptops, printers, routers, and switches to ensure smooth IT operations.

Senior Executive Officer ACI Logistics Limited - Dhaka, Bangladesh

01/2010 – 08/2012

- Supervised daily operations across multiple retail outlets for efficient execution and inventory management.
- Achieved 20% increase in sales efficiency by implementing standardized operating procedures.
- Managed supply chain coordination to ensure timely deliveries and 98% accuracy in stock replenishment.

CERTIFICATIONS

- MTCRE-MikroTik Certified Routing Engineer—2023
- MTCNA - MikroTik Certified Network Associate—2023
- Cybersecurity & IT Policy Enforcement—2021
- CCNA, Dot Com System Limited—2019

EDUCATION

Postgraduate Diploma(PGD): Microsoft Web Application Development
Washington University of Science and Technology (WUST), 2025

Bachelor of Science (BSc.): Computer Science & Engineering
Darul Ihsan University, 2010

Higher Secondary School Certificate(H.S.C)
B.A.F Shaheen College, Dhaka, 2005

PROJECTS

AKS Khan Healthcare Ltd. AKS Pharmacy Retail Chain. Sheikh Hasina Rural Academy. Jamalpur Rural Development Academy. Islami Bank Foundation. Dhaka Islami Bank Hospital and Cardiac Center Community Hospital. Jamuna Fertilizer Company Limited. Mir Ceramic