



MOHAMMAD IBRAHIM KHALIL

IT Professional

CARRIER SUMMERY

Seasoned IT professional with 15 years of progressive experience in managing enterprise IT operations across pharmaceuticals, retail chains, and diversified group companies. Specialized in ERP system management, server and network administration, IT infrastructure planning, and high-level technical support. Demonstrated success in ensuring 99.99% system uptime, leading ERP deployments, and improving operational efficiency through strategic technology integration. Proficient in Linux/Windows server environments, with expertise in troubleshooting, cybersecurity, and network optimization. Holds a B.Sc. in Computer Science & Engineering, currently pursuing a Postgraduate Diploma in IT.

PERSONAL CONTACT

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PROFESSIONAL CERTIFICATIONS

Ubuntu/Linux Server

CSL Training

Duration: 48 hours (2021)

CCNA

Dot Com System Limited

Duration: 60 hours (2019)

MTCRE—MikroTik Certified Routing Engineer

MTCNA – MikroTik Certified Network Associate

SKILLS

- ERP System Management
- Programming Language: C#, ASP.NET Core, Bootstrap, Angular, React.js
- Network Configuration & Security
- System Backup & Disaster Recovery
- Hardware & Software Troubleshooting
- Database Management (SQL Server, MySQL, MsSql, MySql and PostgreSQL)
- Customer Relationship Management
- Problem Solving & Root Cause Analysis
- IT Infrastructure Planning & Maintenance
- Active Directory & Domain Controller Management
- Cybersecurity & IT Policy Enforcement
- Team Leadership & Technical Mentoring

PROFESSIONAL EXPERIENCE

Manager - IT

Update Interior BD Limited | Nov 2025 - Continue

- Lead IT operations for a multi-location interior solutions company, ensuring 99.9% system uptime across all hardware, software, and network infrastructures.
- Oversee IT strategy, infrastructure planning, and technology upgrades aligned with business growth, boosting overall operational efficiency by 30%.
- Manage ERP/CRM implementation and system customization, improving cross-department workflow accuracy and data visibility by 40%.
- Direct the IT support team to resolve incidents within 4–6 hours on average, achieving 95%+ user satisfaction from internal stakeholders.
- Strengthen cybersecurity by implementing data backup protocols, firewall policies, and access control, reducing security risks by 70%.
- Administer servers, LAN/WAN, cloud tools, CCTV surveillance, and biometric attendance systems with near-zero downtime.

Assistant Manager (IT)

AKS Khan Pharmaceuticals Limited | Nov 2023 - Nov 2025

- Spearheaded end-to-end ERP system implementation and optimization, resulting in a 25% improvement in data processing speed and a 30% reduction in inventory discrepancies across 100+ retail outlets and manufacturing units.
- Led the administration and maintenance of core IT infrastructure, including Linux/Windows-based servers, ensuring 99.9% system uptime and uninterrupted business operations across all nationwide branches.
- Managed multi-layer network architecture, including firewalls, switches, and VPNs, ensuring secure and scalable IT performance that supported over 1,000 concurrent users.
- Oversaw system backups, disaster recovery planning, and data security protocols, achieving full compliance with GMP.
- Delivered tier-2 and tier-3 technical support across departments, resolving over 95% of escalated issues within SLA timelines.
- Played a key role in digital transformation initiatives, integrating IT automation tools and streamlining business workflows that improved operational efficiency by 20% year over year.
- Coordinated IT procurement, vendor management, and budget allocation, reducing IT overhead costs by 15% annually.

TRAINING

- Network Certification
- Deep Web and Cybersecurity
- Google Analytics
- IT Essential
- WordPress Theme Development
- Microsoft SQL Database

PERSONAL PROFILE

Father's Name Mohammad Akbar Howladar

Mother's Name Alaya Begum

Date of Birth 15th September 1986

Marital Status Married

Permanent Address

Vill: Rahamatnagar, **P.O:** Bawfal,
P.S: Bawfal, **Dist:** Patuakhali, Bangladesh.

REFERENCE

Tanhar Islam

Head of Operations (Marketing & Operation)

Grameen Kalyan

+8801400440044

tanhar.islam@gmail.com

Azman Ali

Trainer

People N Tech

+8801795885845

azman6364@gmail.com

Senior System Engineer (IT)

Mir Group of Companies Limited | Oct 2014 - Nov 2023

- Led the design, deployment, and maintenance of enterprise-wide IT infrastructure, supporting 5+ business units across manufacturing, distribution, and retail sectors.
- Administered over 30 physical and virtual servers (Windows/Linux), ensuring 99.99% uptime, seamless data flow, and optimized system performance for critical business applications.
- Managed full-cycle ERP implementation, upgrades, and integrations (inventory, finance, HR, sales), resulting in 25% faster reporting and 20% reduction in manual errors.
- Implemented robust network and cybersecurity protocols (firewalls, antivirus, DLP, VPN), minimizing security breaches and maintaining full compliance with ISO/IT policy frameworks.

Support Engineer (IT)

Interface IT | Sep 2012 - Oct 2014

- Provided technical support for clients across hardware, software, and network systems, maintaining a 95%+ customer satisfaction rate through timely and effective issue resolution.
- Diagnosed and resolved Level 1 and Level 2 support tickets, handling an average of 30 tickets per day with a 98% resolution rate within SLA.
- Installed, configured, and maintained desktop systems, laptops, printers, routers, and switches, supporting seamless IT operations for both internal teams and client environments.

Senior Executive (Operations)

ACI Logistics Limited | Jan 2010 - Aug 2012

- Supervised daily operations across multiple retail outlets, ensuring smooth in-store execution and inventory control.
- Achieved 20% improvement in sales efficiency by implementing SOPs for store operations, cashier performance, and product handling.
- Managed end-to-end supply chain coordination, ensuring timely delivery, accurate stock replenishment, and optimal shelf availability with 98% stock accuracy.

PROJECTS

- AKS Khan Pharmaceuticals Ltd.
- AKS Pharmacy Retail Chain – 35 Locations
- AKS Healthcare/Diagnostics Center – 12 Locations
- Sheikh Hasina Rural Academy, Jamalpur
- Rural Development Academy – Bogura & Cumilla
- Islami Bank Foundation, Dhaka
- Islami Bank Hospital and Cardiac Center
- Islami Bank Central Hospital
- Islami Bank Community Hospital
- Jamuna Fertilizer Company Limited

Academic Qualifications

Postgraduate Diploma | 2025

Washington University of Science and Technology (WUST)

- Microsoft Web Application Development | Software & AI Engineering

Bachelor of Science (BSc.) | 2005

Darul Ihsan University

- CGPA 3.52 out of 4.00 in the Computer Science & Engineering major.