



Mohammad Ibrahim Khalil

IT Manager | Head of IT | Infrastructure & ERP Leader

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Skills

IT Leadership & Strategy

IT Operations Management, IT Infrastructure Planning, Digital Transformation, Vendor & Budget Management

ERP & Enterprise Systems

ERP Implementation & Customization, CRM & Business Systems, Data Integrity & Reporting

Infrastructure & Security

Windows & Linux Server Administration, Network Architecture (LAN/WAN- VPN-Firewalls), Cybersecurity & IT Policy Enforcement, Backup- DR & Business Continuity

Databases & Platforms

Microsoft SQL Server, MySQL & PostgreSQL, Active Directory & Domain Services

Team & Operations

IT Team Leadership & Mentoring, SLA & Incident Management, Stakeholder & User Support

TECHNICAL TOOLS & PLATFORMS

Windows Server / Linux (Ubuntu), SQL Server- MySQL-

Results-driven **IT Manager** with over **15 years of progressive experience** leading enterprise IT operations across pharmaceuticals, retail chains, manufacturing, and diversified group companies. Proven expertise in **ERP implementation, IT infrastructure management, cybersecurity, and large-scale network operations**, ensuring up to **99.99% system uptime**.

Highly skilled in aligning technology with business strategy, leading cross-functional IT teams, managing vendors and budgets, and driving digital transformation initiatives that improve efficiency, data accuracy, and operational resilience. Strong background in **Windows/Linux servers, enterprise networks, ERP systems, and security governance**.

Experience

Update Interior BD Limited

Nov 2025 – Present

Manager – IT

- Lead end-to-end IT operations for a multi-location interior solutions company, maintaining **99.9% system uptime** across infrastructure and applications.
- Define and execute IT strategy aligned with business growth, increasing operational efficiency by **30%**.
- Oversee ERP and CRM implementation, customization, and optimization, improving cross-department data accuracy and visibility by **40%**.
- Manage IT support teams, resolving incidents within **4–6 hours on average** and achieving **95%+ internal user satisfaction**.
- Strengthen cybersecurity posture through firewall policies, access control, and backup strategies, reducing security risks by **70%**.
- Administer servers, LAN/WAN, cloud tools, CCTV, and biometric attendance systems with near-zero downtime.

AKS Khan Healthcare Limited

Nov 2023 – Nov 2025

Assistant Manager – IT & ERP Systems

- Spearheaded end-to-end ERP system implementation and optimization across **100+ retail outlets and manufacturing units**, improving data processing speed by **25%** and reducing inventory discrepancies by **30%**.
- Administered enterprise IT infrastructure (Windows/Linux servers), ensuring **99.9% uptime** nationwide.
- Managed multi-layer network architecture (firewalls, switches, VPN), supporting **1,000+ concurrent users** securely and reliably.
- Implemented system backup, disaster recovery, and data security frameworks with full **GMP compliance**.
- Delivered Tier-2 and Tier-3 technical support, resolving **95%+ escalated issues within SLA**.

PostgreSQL, ERP & CRM
Platforms, Active Directory -VPN-
Firewalls, ASP.NET Core- C# (ERP
Customization & Integration)

Certifications

Cisco Certified Network Associate | CCNA
Dot Com System Limited
2019

Linux Server
CSL
2021

MikroTik Certified Routing Enginee | MTCRE
MikroTik
2023

MikroTik Certified Network Associate | MTCNA
MikroTik
2023

Cybersecurity & IT Policy Enforcement
udemy
2024

Led IT procurement, vendor coordination, and budgeting, reducing IT operational costs by **15% annually**.

Mir Group of Companies Limited

Oct 2014 – Nov 2023

Senior System Engineer – IT

- Designed, deployed, and maintained enterprise IT infrastructure supporting **5+ business units** across manufacturing, distribution, and retail.
- Administered **30+ physical and virtual servers (Windows/Linux)**, maintaining **99.99% uptime** for mission-critical systems.
- Led full-cycle ERP implementation and integrations (inventory, finance, HR, sales), achieving **25% faster reporting** and **20% fewer manual errors**.
- Implemented robust cybersecurity controls (firewalls, antivirus, VPN, DLP), ensuring compliance with ISO and internal IT policies.

Interface IT

Sep 2012 – Oct 2014

Support Engineer – IT

- Provided Level 1 & 2 technical support for hardware, software, and network systems with **95%+ customer satisfaction**.
- Resolved an average of **30 tickets per day** with a **98% SLA compliance rate**.
- Installed and maintained desktops, laptops, printers, routers, and switches.

ACI Logistics Limited

Jan 2010 – Aug 2012

Senior Executive – Operations

- Supervised retail operations across multiple outlets, improving sales efficiency by **20%** through SOP implementation.
- Coordinated supply chain and inventory processes, achieving **98% stock accuracy**.

Education

Washington University of Science and Technology

2024-Present

Microsoft web application

Post Graduate Diploma

Darul Ihsan University

2010

Computer Science & Engineering

B.Sc

CGPA 3.52

Projects

AKS Pharmacy Retail Chain | AKS Khan Healthcare & Diagnostic Centers | Islami Bank Hospitals & Medical Center | Jamuna Fertilizer Company Limited | Rural Development Academy | Mir Ceramic | Mir Telecom | Shwapno Super Shop