



Mohammad Ibrahim Khalil

IT Manager | Head of IT | Infrastructure & ERP Leader

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Summary

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

Manager – IT

Nov 2025 – Present

- 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

Assistant Manager – IT & ERP Systems

Nov 2023 – Nov 2025

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

Mir Group of Companies Limited

Senior System Engineer – IT

Oct 2014 – Nov 2023

- 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

Support Engineer – IT

Sep 2012 – Oct 2014

- 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

Senior Executive – Operations

Jan 2010 – Aug 2012

- 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

Microsoft webapplication

March 2024-Present

Postgraduate Diploma (PGD)

Darul Ihsan University

Computer Science & Engineering

2010

CGPA 3.52

B.Sc

Projects

PROJECT HIGHLIGHTS

AKS Pharmacy Retail Chain (52+ Locations)

AKS Khan Healthcare & Diagnostic Centers (12+ Locations)

Shwapno Super Shop(67+ Locations)

Islami Bank Hospitals & Medical Centers (8+ Locations)

Jamuna Fertilizer Company Limited, Sylhet

Rural Development Academy (Bogura & Cumilla)

Mir ceramic has several locations, including a factory.

Skills

TECHNICAL TOOLS & PLATFORMS



Windows Server, Linux (Ubuntu), SQL Server, MySQL, PostgreSQL, ERP, CRM Platforms, Active Directory, VPN, Firewalls, ASP.NET Core, C# (ERP Customization & Integration)

Certifications

Cisco Certified Network Associate

Dot Com System Limited

2019

Linux Server

CSL

2021

MikroTik Certified Routing Engineer

MikroTik

2023

MikroTik Certified Network Associate

MikroTik

2023

Cybersecurity & IT Policy Enforcement

udemy

2024