

BAGUS DWI PERMANA

TECHNICAL/ENGINEERING OPERATIONS MANAGER

Data Center Engineering Manager | Critical Environment|Senior Authorized Person (HV/LV) | CDFOM

Website : <https://resistancezero.com/>



PROFESSIONAL SUMMARY

Engineering Operations Manager with 12+ years of experience in mission-critical facilities and hyperscale data center operations. Proven track record managing third-party vendors, operational risk, and live electrical and cooling systems under strict SLA environments. Experienced in incident management, operational risk governance, and global customer-facing operations across colocation and hyperscale data centers.

CORE COMPETENCIES

- 24/7 Data Center Operations (Leased & Third-Party DC)
- Customer-Facing Incident & Change Communication
- Change & Maintenance Window Management
- Operational Risk Assessment & Risk Register Ownership
- Customer Communication & SLA Management
- Electrical Systems (MV/LV, UPS, Generator, Switching)
- Cooling Systems (Chiller, CRAH, CRAC, FWU, DAHU, AHU)
- Fire Detection & Suppression Systems
- SOP / MOP / EOP Governance
- Third-Party Vendor Governance & SLA Oversight
- People Leadership & Shift Operations
- Operational Readiness, IST & Live Environment Validation
- Audit Support (ISO 27001 / ISO 50001)

EXPERIENCE

ENGINEERING OPERATIONS MANAGER & SENIOR AUTHORIZED PERSON

Pure Data Centres Group (PDCG Indonesia) – Jakarta

Jan 2022 – Present

- Engineering Operations Manager (Jul 2024 – Present)
 - Engineering Supervisor (Jan 2022 – Jun 2024)
1. Owned 24/7 operations of a live Tier III data center, maintaining 100% SLA compliance across all operational periods.
 2. Oversaw OPEX & CAPEX planning And Implementation
 3. Acted as Senior Authorized Person (SAP) for HV/LV systems, overseeing PTW, isolation.
 4. Act as incident management, including fault isolation, escalation, customer communication, 5. and post-incident review.
 6. Reviewed and approved 200+ high-risk MOPs annually covering MV/LV switching, UPS, chiller, and fire systems. Own and manage the site operational risk register, including identification of inherited design risks, mitigation planning, and risk acceptance.
 7. Coordinate closely with construction and project teams during simultaneous operations and construction to minimize operational risk.
 8. Managed and governed 10+ third-party vendors, ensuring compliance with safety, scope, and performance standards.
 9. Support customer audits and internal governance by providing technical evidence, maintenance
 10. Led operational risk identification and mitigation of legacy design issues during live operations without customer impact.

Key Achievements

- Improved operational reliability of a live Tier III data center by standardizing incident response, escalation flow, and maintenance governance across electrical and cooling systems.

CONTACT

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Bekasi, Indonesia

ABOUT ME

Data Center Engineering Leader with extensive experience managing mission-critical facilities across colocation and hyperscale environments. Certified Data Center Facilities Operations Manager (CDFOM) with strong capability in operational governance, risk management, and leading multidisciplinary engineering teams in live data center operations.

EDUCATION

BACHELOR OF ELECTRICAL ENGINEERING, PENS-ITS (GPA 3.61/4)2014

SKILLS

- End-to-End Critical Facility Operations
- Operations Leadership & Governance
- High-Voltage (HV/LV) Senior Authorized Person
- Incident & Change Management
- Compliance & Audit Readiness
- Data Center Commissioning & IST

- Reduced operational exposure by identifying and prioritizing multiple legacy design and installation gaps during live operations, preventing service impact to customers.

SENIOR DATA CENTER ENGINEER (DCEO)

Amazon Web Services (AWS Indonesia)

Aug 2020 – Jan 2022

- Maintained leased hyperscale infrastructure
- Developed SOPs, MOPs, and ERP aligned with AWS standards.
- Supported CGK cluster build, awarded AWS Service Award 2021.
- Coordinated vendor performance to achieve SLA/KPI compliance.

PROJECT / ELECTRICAL /MAINTENANCE / FACILITIES ENGINEER

Cargill, Astra Group

Jan 2011 – Jul 2020

- Led EMP programs, electrical maintenance strategy, and troubleshooting.
 - Managed CAPEX projects (BOQ, bid evaluation, FAT/SAT, commissioning).
 - Gained strong foundation in power distribution systems, equipment commissioning, contractor supervision, and site execution
 - Delivered electrical and mechanical engineering works in industrial and mission-critical environments.
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CERTIFICATION

- CDFOM – Certified Data Centre Facilities Operations Manager
 - HV & LV SENIOR AUTHORIZED PERSON (AP/SAP)
 - LEVEL 6 SKTTK (LV & MV – Operational & Maintenance Manager, ESDM)
 - IOSH MANAGING SAFELY
 - AHLI K3 SPESIALIS BIDANG LISTRIK (AK3L) | OSH EXPERT OF ELECTRICAL, KEMENTERIAN KETENAGAKERJAAN RI
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CAREER HIGHLIGHTS & MAJOR DELIVERIES

- Supported operations and delivery of hyperscale data center environments with 100% SLA compliance during assigned operational periods.
- Recognized by AWS Service Award (2021) for CGK Cluster Build

Industrial & Infrastructure Engineering Projects (Pre-Data Center Career):

- Led automation and electrical projects for Astra Agro Lestari (7 mills)
- Electrical and commissioning works for PT TBL–PKO Refinery.
- Commissioning and reactivation of Steam Turbine Generators at PT TPP, PT KTS, PT GSPP, and PT EDI (Astra Group).
- Electrical and utilities systems for fertilizer plants (PT CAN – Astra Group, PT BCL).
- Recipient of “ALEXA” Astra Agro Lestari – Excellence Award (Best Operational Support).
- Delivery of major industrial projects including:
 - Main Substation 25 MVA – Wilmar Nabati Indonesia
 - PFAD Plant – Wilmar Nabati Indonesia
 - ME FRACT Plant – Wilmar Nabati Indonesia