



# Bagus Dwi Permana

## Engineering Operations Manager · Data Center Critical Facilities

12+ yrs · Multi-Site Operator-Governance · Hyperscale & Tier III Colocation DC · Power-Gen & Process Plants  
baguspermana7@gmail.com · +62 812 1687 4606 · [linkedin/bagus-dwi-permana-ba90b092](#)

resistancezero.com — DC Engineering Lab

Open to relocation

|                                                     |                                                                 |                                                         |                                                                              |                                                             |                                                                 |
|-----------------------------------------------------|-----------------------------------------------------------------|---------------------------------------------------------|------------------------------------------------------------------------------|-------------------------------------------------------------|-----------------------------------------------------------------|
| <b>0 LTI</b><br>SAFETY RECORD<br>Lost-time injuries | <b>-89%</b><br>INCIDENT<br>REDUCTION<br>Reliability, 3-yr trend | <b>100%</b><br>SLA / UPTIME<br>Operational, zero outage | <b>30→70%</b><br>IN-HOUSE<br>MAINTENANCE<br>Critical-equipment<br>capability | <b>65→99.9%</b><br>WO COMPLIANCE<br>CMMS, workflow redesign | <b>\$60K+</b><br>OPEX SAVINGS<br>Annual, improvement<br>program |
| TRACK RECORD ACROSS                                 |                                                                 | PURE DATA CENTRES<br>TIER III COLO DC                   | AMAZON WEB SERVICES<br>HYPERSCALE DC                                         | CARGILL<br>REFINERY & F&B                                   | ASTRA GROUP<br>AGRI & POWER GEN                                 |

### PROFESSIONAL SUMMARY

Engineering Operations Manager with 12+ years enforcing a single engineering standard across distributed, multi-site operations — from 40+ industrial sites (Astra, Cargill) to hyperscale and Tier III colocation in data centers. 6+ years in data centers across hyperscale (AWS) and third-party colocation, including operating AWS workloads at carrier-neutral third-party / transit-center sites. Built a controlled operating system delivering 100% SLA, ~89% fewer major incidents, WO compliance 65% → 99.9%, PUE 1.83 → 1.4x, and in-house capability 30% → 70%. Known for holding distributed sites to a single standard, vendor and SLA governance, and mobilizing cross-site taskforces. CDFOM, HV/LV SAP, IOSH, Indonesian Level 6 SKTTK + AK3L Electrical.

### CORE COMPETENCIES

|                                           |                                     |                                        |
|-------------------------------------------|-------------------------------------|----------------------------------------|
| Multi-Site Standard Governance            | Third-Party / Colocation Operations | 24/7 Tier III & Hyperscale Ops         |
| Vendor & SLA Governance                   | Incident Management & RCA           | Authorization-to-Work (ATW) Governance |
| Distributed Team & Taskforce Mobilization | Energy & PUE Optimization           | SOP / MOP / EOP Governance             |
| Operational Risk Management               | OPEX/CAPEX Forecasting              | ISO 27001 / 50001 Audit Readiness      |

### PROFESSIONAL EXPERIENCE

Pure Data Centres Group (PDCG) | Jakarta, Indonesia Jan 2022 – Present

#### Engineering Operations Manager & Senior Authorized Person

Promoted: Engineering Supervisor (2022–2024) → Engineering Operations Manager (2024–Present)

#### OPERATIONS, RELIABILITY & PEOPLE

- Own end-to-end 24/7 Tier III colocation operations — 100% SLA compliance with an ~89% reduction in major-incident volume across 2023–2025.
- Lead a team of 13 across 24/7 operations; lifted retention from below 40% to above 90% via shift-roster redesign and team development programs.
- Built and operate the Authorization-to-Work (ATW) risk-gate system governing live work at scale across simultaneous operations and construction activity.
- Improved work-order compliance from 65% to 99.9% (CMMS); develop and maintain >500 SOP, MOP & EOP supporting ISO 27001 and ISO 50001 audit readiness.
- Own the live operational risk register, continuously driving identified site risks toward low residual.

#### BUILD, ENERGY & COMMERCIAL

- Engaged across L3–IST commissioning phases for build-to-operations handover, ensuring stable start-up.
- Delivered a low-load optimization program — PUE 1.83 → 1.4x and removed annual energy-cost exposure.
- Grew in-house maintenance capability from ~30% to ~70% of critical equipment (~90% overall), capturing meaningful annual efficiency gains.
- Designed a 5-stage Procurement Workflow replacing ad-hoc tracking — cross-team visibility and zero-late delivery from requisition to receipt.
- Administer OPEX at <2% forecast variance; govern 10+ vendors across M/E/F scopes and drive year-over-year operational cost efficiency.

Amazon Web Services (AWS) | Jakarta, Indonesia

Aug 2020 – Jan 2022

#### Senior Data Center Engineer (DCEO)

- Operated AWS hyperscale infrastructure at the CGK Jakarta leased site with 100% work-order compliance and full SLA delivery; recognized with the AWS Service Award 2021 for outstanding cross-regional contribution.
- Operated across third-party colocation and transit-center sites (national carrier-neutral operators) beyond the leased AZ — remote monitoring, rack power-on, and new-rack installation governed to AWS global standards — acting as the on-site third-party DC operations interface at carrier-neutral facilities.

- ◆ Engaged in L4-IST commissioning for new builds, supporting integrated systems testing and operational-readiness validation during cluster expansion.
- ◆ Drove **operational-readiness preparation** for new cluster builds — vendor contracts, spare-parts procurement, and SOP/MOP/ERP drafting via cross-team collaboration before handover.

**Cargill Indonesia** | Multi-site, Indonesia

Jan 2019 – Aug 2020

**AEI Engineer (Automation, Electrical and Instrumentation)**

- ◆ Governed electrical, instrumentation, and automation standards across **8 process plants (refinery, palm-oil, fertilizer & F&B)** under a high safety and equipment-integrity bar — ensuring each local site team executed to one corporate standard and to Indonesian regulation (PUIL, K3 Listrik).
- ◆ Delivered CAPEX projects end-to-end (scope, BOQ, vendor evaluation, supervision, FAT/SAT), shortening delivery timelines through structured planning and contractor coordination.
- ◆ Developed and maintained the Electrical Maintenance Program (EMP) with procedures, schedules, and compliance tracking, lifting preventive-maintenance adherence consistently across every site.

**Astra Agro Lestari (Astra Group)** | Multi-site, Indonesia

Jun 2014 – Jan 2019

**AEI / Power Generation / Maintenance Engineer**

- ◆ Enforced HQ (Jakarta) engineering standards across **40+ distributed sites** — 33 mills, 3 refineries, 2 fertilizer plants, and 5 ports — ensuring local site teams executed electrical-maintenance, boiler, turbine, and generator programs to a single corporate standard; one of the largest integrated agribusiness operations in Southeast Asia.
- ◆ Built and ran a **central workshop** and a cross-site taskforce — a deployable pool of skilled site engineers I could mobilize to support any site needing specialist intervention, the same model a multi-site governance role demands.
- ◆ Supported recommissioning of steam-turbine generators across multiple sites (2,000+ MW combined); governed third-party maintenance vendors and drove continuous reliability improvement — recipient of the **ALEXA Excellence Award** for Best Operational Support.

■ **CERTIFICATIONS & LICENSES**

- |                                                                        |                                                                   |
|------------------------------------------------------------------------|-------------------------------------------------------------------|
| ◆ <b>CDFOM</b> — Certified Data Centre Facilities Operations Manager   | ◆ <b>HV &amp; LV SAP</b> — Senior Authorized Person (HV & LV O&M) |
| ◆ <b>IOSH</b> — Managing Safely                                        | ◆ <b>Level 6 SKTTK</b> — LV & MV O&M Manager (Indonesian MEMR)    |
| ◆ <b>AK3L</b> — OSH Expert, Electrical Specialization (Indonesian MoM) |                                                                   |

■ **EDUCATION**

**Bachelor of Electrical Engineering (D4)**

Politeknik Elektronika Negeri Surabaya (PENS-ITS)  
GPA 3.61 / 4.00 · 2014 · Power Electrical Control & Instrumentation

**Diploma III (D3), Electrical Engineering**

Politeknik Elektronika Negeri Surabaya (PENS-ITS)  
GPA 3.41 / 4.00 · 2012