MIRO ANGELES

APAC Data Centre Operations, Governance & Capacity Management Leader

Singapore • +65 9824 9685 • miro.angeles@gmail.com • linkedin.com/in/miro-angeles • miro-angeles.com

Professional Summary

- Vice President with 17+ years in data centre operations, capacity management, operational readiness, physical asset governance, and IT service management within global banking environments.
- APAC leadership across steady-state operations, data-centre expansion and migration, asset lifecycle, vendor governance, regulatory controls, and secure decommissioning — spanning Singapore, Hong Kong, South Korea, Indonesia, India, Japan, and Taiwan.
- Career progression from 24×7 command-centre monitoring and hands-on infrastructure operations to regional leadership, with a record of verified outcomes: 5.9 MW capacity expansion, 100% auditable asset records, and global process ownership.

Professional Experience

JPMorgan Chase, N.A. – Singapore

Vice President – Data Center Capacity & Placement, APAC · Oct 2025 – Oct 2026

- Led APAC capacity and placement across Hong Kong, Singapore, South Korea, Japan, and India, balancing infrastructure demand, rack availability, power requirements, physical constraints, and long-term capacity runway.
- Coordinated cross-functional placement and readiness reviews with Engineering, Data Center Operations, Technology Support, and business teams.
- Validated rack-space, thermal, and electrical capacity for five forecasted Hong Kong compute racks critical to a segregation effort, identifying underutilized compute and storage for decommissioning.
- Built ServiceNow IMACD dashboards for request tracking and trained the team to maintain them; leveraged enterprise-authorized AI-assisted workflows to improve capacity-data visibility and reduce manual reporting.

Vice President – Data Center Operations Manager, APAC · Feb 2023 – Oct 2025

- Led data centre operations, governance, and operational readiness across APAC, with operational ownership for South Korea and leadership for Singapore and Indonesia.
- Led controlled operations and recovery through two site emergencies — a chiller tower failure (hosting migration to DC1) and a battery-room fire (recommissioning three storage racks).
- Managed APAC logistics and physical asset controls covering receipt, movement, inventory, storage, media handling, and disposition across China, India, Hong Kong, Singapore, and South Korea.
- Maintained 100% auditable inbound and outbound asset records; delivered an RFID-enabled inventory modernization project in Singapore achieving 100% physical-to-logical alignment, collaborating with global logistics teams.
- Concluded global decommission service lead tenure by introducing a Network Disconnect quarantine and rollback workflow, published as a global procedure document.
- Coordinated onboarding of 10 Smarthands personnel and deployment of 15 roll-in racks for South Korea go-live, resolving TAPS and DCOS workflow issues; packaged delivery experience into a reusable build checklist.
- Led legal-entity segregation across China and South Korea, implementing physical and operational controls and contributing to global data centre naming standards.
- Coordinated technical certification programs for 150+ participants across APAC, EMEA, and North America, and delivered a four-week service-procedure curriculum for teams in Indonesia, South Korea, and Taiwan.

Data Center Team Lead · Feb 2018 – Jan 2023

- Led Singapore site operations supporting 3+ MW of data centre capacity — resource and shift planning, engineer mentoring, incident reviews, change activities, maintenance coordination, and vendor SLAs.
- Appointed Global Decommission Service Lead (2021): re-engineered the end-to-end process, updated ServiceNow control points, partnered with Risk, Compliance, and Document Governance, and rolled out the consolidated procedure to global operations — reducing unintended disconnections.
- Grew the team from 8 to 16 engineers and led the transition from weekday coverage to a 24×7×365 Regional Command Centre on a Panama rotation, designing runbooks, escalation matrices, and incident decision trees.
- Delivered 34 rack deployments in one week with 100% 2-Person Verification compliance; introduced incident and control reporting that lifted APAC 2PV compliance to 98%.
- Contributed to a two-site Singapore whitespace expansion adding 22 containments and 600+ rack footprints, scaling DC1 from 600 kW to 2.9 MW and DC2 from 900 kW to 3 MW (5.9 MW combined).

- Designed the Singapore ITE apprenticeship framework and localized engineering curriculum for a 2.5-year programme, mentoring pioneer apprentices to completion.

Fujitsu APAC Pte. Ltd. – Singapore (On-Site at UBS AG)

Data Center Team Lead · Jul 2015 – Feb 2018

- Led site operations covering infrastructure implementation, incident response, critical maintenance, IMACD delivery, vendor coordination, and physical asset controls.
- Managed high-risk bi-annual M&E facility power-downs, coordinating cross-functional teams and vendors to reduce service risk.
- Maintained 100% physical-to-logical inventory alignment for tape media and faulty and decommissioned devices in warehouse storage; ensured faulty HDDs were electronically wiped before disposal or return.

Data Center Consultant (via Jobline Resource) · Apr 2012 – Jun 2015

- Supported data centre operations, incident resolution, IMACD, hardware troubleshooting, and infrastructure deployments across server, storage, and network platforms.

Bank of America Merrill Lynch – Singapore

IT Analyst II – Command Center · Oct 2009 – Mar 2012

- Monitored IBM Mainframe z/OS, AS/400, network, distributed server, and critical financial platforms in a 24×7×365 command centre; performed initial troubleshooting, incident logging, and escalation.

Future Resource Technology – Philippines

IT Consultant & Analyst · Dec 2008 – Sep 2009

- Delivered IT consulting, systems analysis, workflow improvement, and user-interface design for client businesses.

Concentrix (formerly eTelecare Global Solutions) – Philippines

Technical Support Representative III & Lead · Feb 2003 – Nov 2008

- Progressed through frontline support, transition training, and senior escalation roles; designed technical training and readiness scorecards; planned monthly staffing and shift coverage for 700–800-seat contact centre.

Core Competencies

- Data Centre Operations & Lifecycle Management
- Capacity Planning & Placement
- Operational Readiness & BAU Handover
- Physical Asset Lifecycle & RFID Tracking
- DCIM & CMDB Governance
- Vendor Governance & SLA Management
- Incident, Problem & Change Management
- Technology Risk, Controls & Audit Readiness
- ServiceNow ITSM
- Rack-Level Power & Thermal Telemetry
- Data Centre Migration & Decommissioning
- Regional Team Leadership & Training

Certifications

- Certified Data Center Facilities Operations Manager (CDFOM) · 2026
- ITIL 4 Foundation · 2023
- AWS Certified Cloud Practitioner · 2023
- ITE Train the Trainer · 2022
- Certified ScrumMaster · 2020
- Certified Data Center Professional · 2019
- ITIL v3 Foundation · 2010

Education

BSc Information Technology – San Beda College Alabang (formerly St. Benedict College) · 2002