

Anthony Bisgood

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EDUCATION

University of Arizona | Tucson, AZ

Bachelor of Science in Computer Science; Minor in Business Administration

Relevant Coursework

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|---------------------|----------------------------------|------------------------|
| • Algorithms | • Cloud Computing | • Machine Organization |
| • Computer Security | • Compilers and Systems Software | • Data Science |
| • Database Design | • Object-Oriented Programming | • Systems Programming |

EXPERIENCE

Komatsu | *Software Application Engineer* | Tucson, AZ |

July 2023-Present

- **Industry Expertise:** Supported and deployed Dispatch and Provision across over 30 tier-one mine sites, driving root cause analysis and identifying areas for product improvement to reduce the quantity of support tickets escalated to higher levels. Worked with Minecare to increase customer value and prevent mining emergencies.
- **Technical Problem Solving:** Validated, reproduced, and troubleshoot product issues in lab and production environments, offering detailed feedback to the development team. Successfully implemented APIs and deployed interfaces and drivers to over 300 Linux and WinCE devices worldwide.
- **Global Support and Deployment:** Provided 24x7 emergency support, assisting in the deployment of new and existing solutions, including installations on mobile mining equipment, servers, and office computers. Delivered exceptional customer service by troubleshooting, diagnosing, and resolving escalated support tickets.
- **Technical Proficiency and Best Practices:** Participated in a DevOps hackathon to deploy Kubernetes containers, showcasing proficiency in FORMS programming language and familiarity with Docker, Kubernetes, RabbitMQ, Kafka, and computer networking.

PROJECTS

Airport Database Design & Implementation | November 2022 | Skills: Java, SQL, Oracle DBMS, Agile Development

- Built a database-driven information management system from ground up by implementing a two-tier client-server architecture on the Oracle DBMS.
- This project simulates an airport flight tracking management system including tables for flight, passenger, and staff information.

Compiler | May 2023 | Skills: Python, Compiler design

- Built a fully functional compiler in Python designed around an EBNF grammar that supports arithmetic, scope and type checking, unary and binary operations, as well as function calls and error messages.
- Users can write and run code on their own machines that follow the language's grammar.
- The compiler implements 4 parts, the scanner, parser, semantic analysis and code generation.

Budget Tracker | June 2024 | Skills: Python, SQLite, API

- Used HTML and Python to search through the html code of a city that the user would like and returns a list of houses/apartments in that area along with the price and home details.

TECHNICAL SKILLS

- Java, Python, C, C++, C#, Docker, Kubernetes, Kafka, SQL, JavaScript, Html, CSS, Docker, Git, FORMS

PERSONAL PROFILE

Interests: Martial Arts, Fitness, Nutrition, Hiking, Sustainability