

ARTURO I. ALTAMIRANO

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Summary - Field Service Engineer with a strong background in automation, computer networks, and industrial systems. Combines a solid academic foundation in computer science with extensive hands-on engineering experience and a passion for all forms and applications of technology.

EDUCATION

Tulane University <i>MS, Computer Science - GPA: 3.4</i>	08/2024 – 12/2025 <i>New Orleans, LA</i>
Louisiana State University <i>BS, Information Systems and Decision Sciences - GPA: 3.4</i>	08/2019 – 05/2023 <i>Baton Rouge, LA</i>

EXPERIENCE

Kongsberg Maritime  <i>Field Service Engineer</i>	01/2026 – Current <i>New Orleans, LA</i>
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- **Electrical and Mechanical Repair** – Performed in-field repairs of electrical devices and mechanical assemblies for a huge range of equipment.
- **Technical Documentation** - For new installs, developed 'white-paper' style outlines detailing installation procedures and future troubleshooting guides for crewmembers.
- **Customer Support** - Act as a liason to crews and staff aboard vessels, selling valuable equipment, and maintaining currently installed Kongsberg systems.

Gallo Mechanical  <i>Software Development Intern</i>	05/2025 – 08/2025 <i>New Orleans, LA</i>
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- **Revit API Scripting** – Developed utility scripts in the C# .NET framework for AutoDesk Revit to enhance Building Information Modeling (BIM) capabilities for users.
- **End User Testing and Quality Assurance** - Consult with users about desired features and thoroughly test solutions before deployment. Ensure a robust and graceful software experience for all users.

Syncom Space Services  <i>System Engineering Intern</i>	05/2024 – 08/2024 <i>NASA Michoud Assembly Facility, LA</i>
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- **BACnet and Modbus Industrial Systems** – Configured field devices and developed design schematics for industrial communication networks, supporting seamless integration and data exchange across automation systems.
- **Computer System Maintenance** – Rebuilt a series of HP B2600 workstations supporting manufacturing processes in a rotational spraying assembly. Used a Logicube SCSI-NG to clone sensitive HDD data between rebuilds.

GMFS Mortgage  <i>Information Technology Intern</i>	05/2022 – 08/2023 <i>Baton Rouge, LA</i>
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- **ManageEngine ServiceDesk** – Provided technical support for approximately 300 employees by resolving ServiceDesk tickets ranging from locked accounts to faulty hardware.
- **Hardware Service** – Diagnosed and repaired user equipment and workstations using hand tools and spare components, ensuring minimal downtime and reliable system connectivity.

TECHNICAL SKILLS

Hardware: Cloud Computing (AWS Elastic Beanstalk, RDS, EC2), Manufacturing Computing, HVAC and Industrial Building Automation (JCI Metasys), BACnet Communications (MS/TP, IP)

Technologies/Frameworks: Python (Flask, Frozen-Flask, NumPy, Seaborne, TensorFlow, PyTorch), C/C++, Git, Linux/Unix, MySQL, NoSQL, HTML, CSS

Hands-On: Desktop computer assembly, field controller configuration, industrial networking devices, communication systems, and electrical wiring.