

Luis Dario Patron Corral

Technical Support Engineer | Electronics & Software

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Professional Summary

Highly skilled Technical Support Engineer with hands-on experience in the LED and lighting industry. Proven track record of diagnosing and resolving complex hardware, firmware, and software issues across high-performance display systems. Strong communicator who bridges technical teams and non-technical stakeholders to drive product success. Adept in documentation, on-site and remote support, and working under pressure. Passionate about applying this experience to new technology areas such as electronics, IoT, SaaS, and industrial systems.

Professional Experience

Technical Support Engineer

AOTO Electronics, Irvine, CA — 2023–Present

- Provide advanced technical support for LED display systems, including AOTO controllers, Brompton, Megapixel, and Novastar processors.
- Troubleshoot complex hardware and signal chain issues across controllers, receiving cards, video processors, and LED cabinets.
- Perform on-site installations, calibrations, and emergency repairs for high-profile clients and live events.
- Collaborate with cross-functional teams (engineering, product, sales) to escalate critical issues, contribute to product improvements, and ensure optimal system performance.
- Create and maintain technical documentation, user guides, and internal knowledge base articles.
- Deliver training sessions and technical walkthroughs for end-users, clients, and internal staff.
- Manage customer incidents via support ticketing systems, ensuring SLAs are met and issues are tracked and resolved efficiently.

Electronics & Software Engineer

Nanoscience and Nanotechnology Center, Ensenada, B.C. — 2020–2022

- Designed and implemented a control system for micro/nano robot applications using STM32F746G and Sensoray 826 data acquisition card.
- Developed a graphical user interface for real-time robot monitoring and control.
- Created control algorithms to manipulate magnetic fields using the Allegro ALS31300.

- Integrated Sensoray DAQ system with LabView and STM32 microcontroller.
- Developed Python scripts for task automation and system testing.
- Conducted extensive troubleshooting, debugging, and system optimization.

Education

Bachelor of Science in Electronics Engineering

Autonomous University of Baja California — Ensenada, B.C.

2018 – 2022

Technical Skills

Software & Programming

Python (OOP, Flask, Django), C/C++, Bash, Shell, LabView

Web Development: HTML, CSS, JavaScript

Databases: SQL, MySQL

Version Control & Tools: Git, Jira, Trello, Slack

Linux/Embedded Linux environments

Text editors: Neovim (custom setups)

Embedded Systems & Hardware

STM32 microcontrollers, Sensoray 826

Protocols: UART, SPI, I2C, CAN

Real-time systems, sensor integration

PCB design and troubleshooting

Use of a multimeter, oscilloscope, and spectrum analyzer

Display & LED Systems

AOTO (2K/4K, X4), Megapixel, Brompton, Novastar controllers

LED display system architecture and signal chain diagnostics

On-site deployment and calibration of LED panels

Languages

Bilingual: Spanish and English