

Dario J Hoyte | Résumé

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PROFESSIONAL SUMMARY

Detail-oriented and results-driven technical professional with 10+ years of experience across multinational and fast-paced industries including tourism, financial services, and retail. Over 5 years as a skilled Database Administrator DBA, complemented by recent success in other supportive and leadership roles. Proven work ethic in leadership; team building; driving key performance indicators (KPIs); policy development; project management; database and network management; remote and onsite support; systems development and informatics; business process reengineering and optimization; user acceptance testing (UAT); audit and analysis; comprehensive documentation and reporting; and accounting administration. Leverages technical, analytical and collaborative strengths to boost business productivity and performance.

Provincial Nominee (OINP) recipient

EDUCATION

Renewable Energy Management, MSc. (Distinction)

Sep 2015 - Jan 2019

University of the West Indies, Barbados

International Education Credential Evaluation by World Education Services (WES)

Overview: *sustainability, alternative and renewable energy technologies, project management*

Mathematics and Physics, BSc. (Double Major)

Sep 2007 - Feb 2011

University of the West Indies, Barbados

International Education Credential Evaluation by World Education Services (WES)

Overview: *applied mathematics, applied physics, computer science and information technology*

CERTIFICATES

Google IT Support, Google

Sep 2020

Overview: *security, technical support and systems administration, networking*

Google IT Automation with Python, Google

Sep 2020

Overview: *Python, GitHub, process automation*

CORE SKILLS

- **IT Operations:** Database Management, Systems & Network Administration, Cloud Computing, Web Services, Cybersecurity
- **Support & Training:** End-User Computing, Help Desk, Remote/Onsite Support, Troubleshooting, Documentation, UAT
- **Development & Tools:** SQL, Python, VBScript/VBA, PowerShell, HTML/CSS/JS/PHP/XML, APIs
- **Software & Platforms:** Microsoft 365, Visio, MS Project, Active Directory, Oracle, ERP (SAGE 300, Intuit), Okta, Wrike, ServiceNow, Tanium, Bomgar
- **Operating Platforms:** Windows, macOS, Linux, Android, iOS
- **Business & Analysis:** Project Management, Policy & Process Development, Asset Management, Data Analysis, Finance & Accounting, Agile & Waterfall & Scrum frameworks
- **Interpersonal Skills:** Leadership & Collaboration, Analytical & Critical Thinking, Strong Communication (Verbal & Written), Adaptable, Observant & Emotionally Intelligent, Organized, Reliable & Time-Conscious, Confidential & Professional

WORK EXPERIENCE

Team Lead In-Store Services - Best Buy Canada Ltd

Oct 2024 - Feb 2025

- Managed a high-performing In-store Services team
- Led weekly performance and development audits to optimize and maintain storewide processes
- Assessed store KPIs as a member of the leadership team to drive profitability and operational excellence — including revenue, merchandising, inventory, net promoter score (NPS), and health & safety
- Mentored teams in repairs, upgrades, and service provisions to boost customer satisfaction and product longevity
- Fostered an inclusive and dynamic team environment, promoting continuous learning and professional growth
- Served as an escalation point for customers and vendors, guiding informed decision-making
- Frequently recognized by peers, customers and management for professionalism and technical expertise
- Consistently ranked among the best for number of store membership sign-ups, driving customer engagement and loyalty

Technical Support Engineer - GeekSeat USA

May 2021 - Jul 2023

Covenant with Western Union (Corporate) as IT Support Specialist - EUC LACA (End-user computing, Latin America and Caribbean)

- Over 2 years of help desk experience, providing both onsite and remote technical support to a diverse client base
- Troubleshoot, diagnosed, resolved, and documented technical issues for internal clients globally
- Consulted on and created SOPs and official manuals to escalate issues and provide appropriate resolutions to meet SLAs
- Set up, managed and trained end-users on various systems, both software and hardware, to deliver effective client experiences
- IT asset and inventory management
- Analyzed data to identify trends and recommend improvements to IT infrastructure and processes
- Coordinated with external service providers on various assignments and strategies
- Contributed to IT projects, including the initial infrastructure build of the Western Union Corporate office in Barbados

Database Administrator - Foster & Ince Cruise Services Inc

Aug 2015 - Nov 2020

- Managed a dynamic internal IT Department
- Designed, tested, integrated, tuned, and maintained databases
- Developed policies and procedures for database access, usage, backups and recovery, and network security
- Conducted data mining and business analytics critical to performance reports that supported strategic decision-making
- Automated business processes with scripts, saving over 100 hours of cross-departmental labor weekly and eliminating 100% of post-input transposed errors; recognized by senior executives for improving workflow efficiency
- Assisted in the development of web-based and ERP applications for subsidiaries
- IT asset and inventory management
- Collected and documented user requirements from local and regional subsidiaries
- Installed and maintained software and computer hardware; provided end-user training for over 70 users
- Troubleshoot, documented, and resolved technical issues; delivered feedback analysis and created SOPs
- Coordinated with third-party vendors and other IT professionals on various objectives to enhance client experience

Accounts Clerk - Foster & Ince Cruise Services Inc

Oct 2011 - Aug 2015

- Acted as Department Supervisor; engaged in regional travel to support subsidiaries
- Processed payroll, including relevant statutory deductions and contributions, and completed tax authority filings
- Performed administrative accounting tasks for local and regional subsidiaries — AP, AR, GL and bank accounts
- Aided with IT requirements by maintaining scripts and stored procedures, streamlining vendor and customer processes

ADDITIONAL HIGHLIGHTS

- **Personal Interests:** Travel & exploration, photography & videography, kayaking, culture, food, motorsport
- **Awards:** Secured over 30 podiums during a motorsport career spanning more than 15 years
- **Research papers:** Distinction received for MSc. dissertation, "Preliminary feasibility study into the potential for Shore-to-ship power implementation for berthing cruise vessels at the Bridgetown Port, Barbados"
- **Volunteer work:** The Barbados Sea Turtle Project
- **Freelance consultancy:** Develop processes and IT systems to enhance clients' business productivity