Dario J Hoyte | Résumé

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PROFESSIONAL SUMMARY

Detail-oriented and results-driven professional, with over 8 years of IT industry experience in multinational, fast-paced sectors — more than 5 years as a skilled Database Administrator (DBA) complemented by recent expertise as a Technical Support Engineer in tourism and financial services, respectively. Proven work ethic in systems development and informatics; database and network management; project management; help desk; remote and onsite support; execution, testing, documentation and training; business process reengineering and optimization; analysis; reporting; and accounting administration. I strive to leverage my collaborative, technical, and analytical skills to enhance business productivity.

Provincial Nominee recipient - *Ontario Immigrant Nominee Program (OINP) - Human Capital Priority Stream (Tech)*

WORK EXPERIENCE

Technical Support Engineer - GeekSeat USA, Bridgetown, Barbados   **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
- Troubleshot, diagnosed, resolved, and documented technical issues for global clients, including those in North America, South America and the Caribbean, and Europe
- Consulted on and created SOPs and official manuals to escalate issues and provide appropriate resolutions to meet SLAs
- Set up and managed various systems, software and hardware, to deliver an effective client experience
- Asset and inventory management
- Provided guidance and training to end-users
- 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, Bridgetown, Barbados   **Aug 2015 - Nov 2020**
- 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
- 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
- Troubleshot, 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
- Led the internal IT Department - managing team of two (2)

Accounts Clerk - Foster & Ince Cruise Services Inc, Bridgetown, Barbados   **Oct 2011 - Aug 2015**
- 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
- Acted as Supervisor - managing team of five (5)

EDUCATION

Renewable Energy Management, MSc. (Distinction) Sep 2015 - Jan 2019
University of the West Indies, Bridgetown, 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, Bridgetown, 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 COMPETENCIES

- Database Management
- Systems Administration
- Project Management
- End-user computing; training
- Diagnose; troubleshooting
- Testing and documentation
- Help desk; customer support
- Onsite and remote support
- Network security
- Cloud computing; web services
- Policy development
- Asset and inventory management
- Data analysis
- Scripting languages
- Finance and accounting

- VB Script, VBA
- SQL, Python
- HTML, JS, PHP, CSS, XML
- Microsoft Office 365
- Spreadsheets
- Active Directory, Power Shell
- API
- Okta, Wrike, ServiceNow, Tanium, Bomgar, Oracle
- Mail server software
- ERP and accounting software - SAGE 300, Intuit
- MAC, Linux and Microsoft
- Android, iOS

- Approachable
- Analytical
- Written and verbal communication skills
- Collaborative
- Confidential
- Critical thinking
- Innovative
- Organized
- Time management skills
- Reliable and respectful
- Leadership
- Interpersonal skills
- Emotionally intelligent
- Observant and adaptable

OTHER NOTES

- **Personal Interests:** Travel & exploration, photography & videography, kayaking, culture, food, motorsport
- **Awards:** Over 30 podium finishes as a motorsport competitor, within over 15 years of competition
- **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