

Dario J Hoyte

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url: <https://dariohoyte.github.io/dariohoyte>

Mississauga, ON, Canada L5N 2N9

PROFESSIONAL SUMMARY

Detailed and results-oriented professional, with around 7 years of IT industry experience in fast-paced sectors - inclusive of 5+ years proficiency as a Database Administrator (DBA). Proven work ethic with systems development and informatics; business process reengineering and optimization; database and network management; testing, training, and support; backups and reporting; and accounting administration. An MSc. (distinction) graduate in Renewable Energy Management, with a BSc. background in Mathematics and Physics, seeking to leverage technical and analytical skills to support business efficiency.

WORK EXPERIENCE

Technical Support Engineer

May 2021 - Present

GeekSeat Barbados Limited • Bridgetown, Barbados

Covenant with Western Union Global Corporate Office as IT Support Specialist for EUC LACA

- Involved in startup execution of Western Union Corporate office operations in Barbados
- Consult user guides, technical manuals, and other documents to research and implement solutions
- Communicate electronically and in person to reproduce, diagnose, resolve, and document technical problems encountered by users, both locally and internationally
- Provide advice and training to users in response to identified difficulties
- Provide business systems, network, and internet support to users in response to identified difficulties
- Collect, organize, and maintain a problems and solutions log for use by other technical support analysts
- Use of ServiceNow and Wrike Platforms to manage assets and tasks; remote support

Database Administrator

Aug 2015 - Nov 2020

Foster & Ince Cruise Services Inc • Bridgetown, Barbados

- Collect and document user requirements
- Design, construct, modify, integrate, implement, and test data models and database management systems
- Network security and cloud services
- Developed policies and procedures for network access and usage, data backups and recovery
- Co-ordinated the development, implementation and maintenance of data administration policies, standards and models, in line with the company's objectives
- Write customized scripts (VB, VBA) related to stored procedures and triggers, resulting in automation of some business operations – time and attendance; transport coordination; shore-excursion management
- Assisted in the development of web-based applications to be utilized at various entities across the group of companies - cruise travel agency software; catamaran reservations
- Established fixed-asset management tracking protocols
- Coordinate with third-party vendors and other IT professionals to deploy applicable software and services
- Manage additional team members, encouraging objectified collaboration
- Data mining and business analytics; create performance management reports for strategic decision-making
- Serviced both local and regional subsidiaries
- Compliance training locally and internationally, at various professional seminars
- Provide user-specific training, with feedback analysis

- Supported management, and performed other administrative duties as prescribed
- Received recognition from executives for successful process engineering efforts for workflow efficiency

Accounts Clerk

Oct 2011 - Aug 2015

Foster & Ince Cruise Services Inc • Bridgetown, Barbados

- Complete processing of Accounts Payable (AP) and Receivable (AR), using SAGE 300 ERP and MS Excel
- General Ledger (GL) processing and reconciliations
- Weekly payroll processing, with related statutory deductions/contributions
- Tax and VAT filing
- Account and bank reconciliations
- Keen participant in process optimization, assisting with company's IT requirements and procedures
- Daily bank balance and end-of-month reconciliations
- Performed in additional roles for subsidiaries: travel agency; administrative accounting; tour attraction
- *Acting Supervisor (managed team of 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)

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)

SKILLS

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|--|---|------------------------------|
| • Database Management | • MySQL, Python | • Approachable |
| • Systems Administration | • VB Script, VBA, | • Analytical and articulate |
| • Project management | • HTML, JS, PHP, CSS, XML | • Collaborative |
| • End-user computing, training and troubleshooting | • Microsoft Office Suite, Active Directory, Okta, | • Confidential |
| • Remote support | Wrike, ServiceNow, | • Innovative and proactive |
| • Networking and security | • Mail server software | • Organized and timely |
| • Policy development | • ERP and accounting software | • Reliable |
| • Resource and inventory monitoring | • MAC, Linux and Microsoft | • Respectful |
| • Finance and accounting | • Android, iOS | • Ability to lead and be led |
| | | • Emotionally Intelligent |
| | | • Observant and Adaptable |

OTHER NOTES

- References available upon request