

Dario J Hoyte | Résumé

Mississauga, ON, Canada • t: 365-440-0973 • e: dariohoyte@gmail.com
LinkedIn: [linkedin.com/in/dario-hoyte](https://www.linkedin.com/in/dario-hoyte) • Portfolio: www.dariohoyte.com

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.

EDUCATION

Renewable Energy Management, MSc. (Distinction), University of the West Indies, Barbados **2019**
International Education Credential Assessment by World Education Services (WES)
Overview: sustainability, alternative and renewable energy technologies, project management

Mathematics and Physics, BSc. (Double Major), University of the West Indies, Barbados **2011**
International Education Credential Assessment by World Education Services (WES)
Overview: applied mathematics, applied physics, computer science and information technology

CERTIFICATES

Google IT Support, Google **2020**
Overview: security, technical support and systems administration, networking

Google IT Automation with Python, Google **2020**
Overview: Python, GitHub, process automation

CORE SKILLS

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, Tableau
Operating Platforms:	Windows, macOS, Linux, Android, iOS
Support & Training:	End-User Computing, Help Desk, Remote/Onsite Support, Troubleshooting, Documentation, UAT
IT Operations:	Database Management, Systems & Network Administration, Cloud Computing & Cloud Computing, Web Services, Cybersecurity
Business & Analysis:	Project Management, Change Management, Stakeholder Engagement, Policy & Process Development, Asset Management, Data Analysis, Financial analysis and 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 Ltd

2024 - 2025

- Managed a high-performing In-store Services team
- Led weekly performance and development audits to optimize and maintain storewide processes
- Assessed KPIs as part of the leadership team to drive profitability and operational excellence — boosting revenue, maintaining Net Promoter Score (NPS) above 90%, and improving merchandising, inventory management, and health & safety compliance
- 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
- As Technical Lead, 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 (Hybrid)

2021 - 2023

Contracted to Western Union (Corporate) as IT Support Engineer – Enterprise Solutions & Systems (EUC LACA)

- 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, vendors and stakeholders 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

2015 - 2020

- Managed a dynamic internal IT Department
- Designed, implemented, and maintained scalable database solutions to support business-critical operations
- Developed policies and procedures aligning database access, backups and recovery, and network security with business needs
- Conducted data mining and business analytics critical to performance reports that supported strategic decision-making
- Led enterprise-wide initiatives and automated business processes with scripts, saving over 100 hours of cross-departmental labor weekly and eliminating data errors; recognized by senior executives for improving workflow efficiency
- Collaborated with cross-functional teams in solution architecture and system integration for ERP and web applications
- 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 stakeholders on various objectives to enhance client experience

Accounts Clerk - Foster & Ince Cruise Services Inc

2011 - 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

- **Freelance consultancy:** Develop processes and IT systems to enhance clients' business productivity
- **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
- **Provincial Nominee (OINP) recipient:** Human Capital Priority Stream - STEM