# Dario J Hoyte

Mississauga, ON, Canada L5N 2N9 • t: 1-718-395-4036 • e: dariohoyte@gmail.com
Linkedin: linkedin.com/in/dario-hoyte • url: www.dariohoyte.com

## PROFESSIONAL SUMMARY

Detail and results oriented professional, with 8+ years of IT industry experience in multi-national, fast-paced sectors - over 5 years as a skilled Database Administrator (DBA), complemented by recent expertise as a Technical Support Engineer, in tourism and financial services. Proven work ethic with systems development and informatics; database and network management; project management; testing, training, and support; business process reengineering and optimization; analysis and reporting; and accounting administration. Striving to leverage collaborative, technical, and analytical skills to support business productivity.

Provincial Nominee (PNP) recipient - *Ontario Immigrant Nominee Program (OINP).*

## WORK EXPERIENCE

**Technical IT Support Engineer,** GeekSeat USA • Bridgetown, Barbados                    **May 2021 – Jul 2023**
Covenant with Western Union Corporate as IT Support Specialist for EUC LACA
- Researched, troubleshooted, diagnosed, resolved and documented technical issues of internal users globally
- Consulted SOPs and technical manuals to escalate issues and provide appropriate resolution to meet SLAs
- Worked with various systems, software and hardware to manage and provide relevant support
- Provided guidance and training to internal customers
- Coordinated with external service providers on a variety of assignments and strategies
- Performed analyses of data to identify trends and suggest improvements to IT infrastructure and processes
- Worked on various IT projects, including the initial infrastructure build of the Western Union Corporate office

**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
- Performed data mining and business analytics, critical to performance reports for strategic decision-making
- Automated business processes with scripts – reducing cumulative cross-departmental labor effort and relative costs, by over 100 hours per week; 100% reduction in transposed errors post-input; awarded recognition from senior executives for these workflow efficiency improvements
- Assisted in the development of web-based applications
- Collected and documented user requirements of local and regional subsidiaries
- Installed and maintained software and computer hardware, and provided end-user training for over 70 users
- Troubleshooted, documented and resolved technical issues, and delivered feedback analysis
- Client relations - coordinated with third-party vendors and other IT professionals on various objectives
- Team-lead of IT Department – managing team of two (2)

**Accounts Clerk,** Foster & Ince Cruise Services Inc • Bridgetown, Barbados                **Oct 2011 - Aug 2015**
- Processed payroll, with relevant statutory deductions and contributions
- Performed administrative accounting tasks for local and regional subsidiaries – AP, AR, GL and bank accounts
- Filed payroll and sales taxes with relevant tax authorities
- Assisted with IT requirements and procedures, repairing broken scripts and stored procedures
- Improved vendor and customer relationships by streamlining payment processes
- Acted as Supervisor - managing team of five (5)

**Dario J Hoyte**
t: 1-718-395-4036 • e: dariohoyte@gmail.com

## 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: mathematical methods, theoretical physics, computer science and information technology*

## CERTIFICATES

**Google IT Support,** Google          **Sep 2020**
*Overview: IT security, IT and systems administration, Networking*

**Google IT Automation with Python,** Google          **Sep 2020**
*Overview: Python, GitHub*

## CORE COMPETENCIES

- Database Management
- Computer Systems Administration
- Project Management
- End-user computing; training
- Diagnose; troubleshooting
- Remote support
- Network security
- Cloud computing; web services
- Policy development
- Resource and inventory monitoring
- 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