



Luc Geurts

Team Lead, Cloud Platforms Engineer

Education

- 1987–1989 **Electromechanical Engineer**, *Belgian Armed Forces*, Belgium.
1983–1987 **Docent Drums, Percussion Instruments**, *Genkse Academie voor Kunst*, Belgium.

Experience

- 2017–Present **DevOps, Cloud Platforms Engineer**, France.
- o Freelance contractor at a medium sized travel company. I help them build/scale a functional service (Website, APIs, mobile apps), migrate to AWS, administer the automation infrastructure, as well as recruit a new team of engineers;
 - o Maintain a mixed Windows/Debian Linux environment at a school for at-risk middle/high school children (FACE aka Fondation Agir Contre L'Exclusion);
 - o Coach & tech advisor for two early stage startups.
- 2012–2017 **Premier Field Engineer**, *Microsoft Corporation*, Germany.
- The bullet point description of my job?
- o Assist MCS (Microsoft Consulting Services) by providing technical support in developing 'Tailored to Fit' solutions for Premier customers;
 - o Create/teach different types of offerings such as workshops and chalk talks;
 - o Deliver proactive on-site Windows Platforms DSE services in the EMEA region;
 - o Participate in on-call shifts & CritSits;
 - o Moderate select TechNet forums and newsgroups.
- 2011–2012 **Escalation Engineer**, *Dell*, Republic of Ireland.
- o Managed Tier 3 escalations and subcases, addressing and resolving break-fix incidents;
 - o Delivered high quality fixes for Dell KACE, vRanger and Foglight end-to-end software.
- 2011–2011 **Support Escalation Engineer**, *Hewlett-Packard*, Republic of Ireland.
- o Tracked product support cases and processed post-mortem analysis results for high priority critical issues;
 - o Wrote technical articles and white papers on multiple products for the external VKB; focused on symptoms, root causes, and resolutions;
 - o Engaged in Early Assist in order to maintain key product knowledge.
- 2006–2010 **Owner, CEO**, *GEURTS-IT B.V.*, Netherlands.
- o Managed a pool of 12 FTEs;
 - o Worked as a contractor at various projects (for details, see my LinkedIn profile).

– 45000 Orléans – Centre-Val de Loire, France

✉ lgeurts@protonmail.com • 🌐 www.linkedin.com/in/lucgeurts

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■ Accreditations

Microsoft Azure Compute: Infrastructure as a Service (IaaS) Overview Workshop
Vital Signs: Performance Monitoring Windows Server Workshop

■ Courses

Exam 70-660 - Windows Internals for EEs: Memory, The Registry, PnP, Networking, Storage, Security	Workshop: Mandel: Presentation Skills for Technical Professionals
Crucial Conversations: Tools for Talking When Stakes are High	Accelerated Windows Memory Dump Analysis

■ Projects

2016 Microsoft Garage Hackathon: Bing my ASL (C++, Java, UI & Web design)

■ Publications

2014 Kernel Debugging for Premier Field Engineers Workshop, Microsoft Premier Support, Germany
2013 CSS Data Gathering Workshop, Microsoft Learning, USA

■ Volunteering Experience

2011–2017 Animal Rescue Service, Dublin SPCA, Republic of Ireland
2011–2011 Canine Carer, Dogs Trust, Republic of Ireland