



# 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, deploy infrastructure automation tools, 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, Chalk & Talks;  
o Deliver proactive on-site Windows Platforms DSE services in the EMEA region;  
o Participate in on-call shifts and CritSits;  
o Mentor new hires; helping them adjust and discover more about our organization and culture as well as enhancing their technical expertise.
- 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;  
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

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## Technical Skills

- Python
- JavaScript
- Linux
- Git/Subversion
- Windows, Azure
- HTML, CSS
- Xperf
- Solaris
- PowerShell
- WinDbg
- Scripting (bash)

## 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 Certification

## Accreditations

- 2015 Microsoft Azure Compute: Infrastructure as a Service (IaaS) Overview Workshop
- 2014 Vital Signs: Performance Monitoring Windows Server Workshop

## 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

## Foreign Languages

- Flemish Native proficiency
- English CEFR C2: 20+ years experience working with English-speaking clients
- French DELF B2: 4 years at high school in Belgium, 1 year CIEP in France
- German CEFR B2: Expat living for 5 years in Germany

## Volunteering Experience

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