



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).

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■ Accreditations

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

■ Recent 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

■ 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