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.
- 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;
- Maintain a mixed Windows/Debian Linux environment at a school for at-risk middle/high school children (FACE aka Fondation Agir Contre L'Exclusion);
- Coach & tech advisor for two early stage startups.

2012–2017 — Premier Field Engineer, *Microsoft Corporation*, Germany.

The bullet point description of my job?
- Assist MCS (Microsoft Consulting Services) by providing technical support in developing 'Tailored to Fit' solutions for Premier customers;
- Create/teach different types of offerings such as workshops and chalk talks;
- Deliver proactive on-site Windows Platforms DSE services in the EMEA region;
- Participate in on-call shifts & CritSits;
- Moderate select TechNet forums and newsgroups.

2011–2012 — Escalation Engineer, *Dell*, Republic of Ireland.
- Managed Tier 3 escalations and subcases, addressing and resolving break-fix incidents;
- Delivered high quality fixes for Dell KACE, vRanger and Foglight end-to-end software.

2011–2011 — Support Escalation Engineer, *Hewlett-Packard*, Republic of Ireland.
- Tracked product support cases and processed post-mortem analysis results for high priority critical issues;
- Wrote technical articles and white papers on multiple products for the external VKB; focusing on symptoms, root causes, and resolutions;
- Engaged in Early Assist in order to maintain key product knowledge.

2006–2010 — Owner, CEO, *GEURTS-IT B.V.*, Netherlands.
- Managed a pool of 12 FTEs;
- Worked as a contractor at various projects (for details, see my LinkedIn profile).

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