

Luc Geurts

Tech Lead, Infrastructure Engineer, wannabe Full Stack Dev

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 Orléans, Centre-Val de Loire, France

SUMMARY

Professional with extensive experience in supporting and driving critical initiatives. A team player with an entrepreneurial mindset who works well with all levels of staff and who can build a bridge between IT and non-technical stakeholders. Currently working on freelance basis and traveling around.

EXPERIENCE

Premier Field Engineer


Microsoft Corporation

 2012 - 2017  Germany

- Partner with MCS to gather IT requirements and specifications to develop and execute customized solutions
- Provide proactive on-site Windows Platforms DSE services
- Work on technically complex or politically hot customer issues and maintain ownership until resolved
- Create and deliver offerings such as workshops and chalk talks on a range of topics–Kernel Debugging for PFEs, CSS Data Gathering Best Practices, Vital Signs: Performance Monitoring Windows Server, and First Steps Series - Microsoft Azure Compute: Infrastructure as a Service (IaaS) Overview
- Mentor new hires; help them adjust and discover more about our organization and culture as well as enhancing their technical expertise
- Moderate and participate in select forums and newsgroups

Escalation Engineer

Dell

 2011 - 2012  Ireland

- Managed prioritized 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
- Collaborated with Technical Account Managers to effectively manage critical situations
- Established working partnerships with Microsoft Consulting (MCS) and Dell Enterprise Consultancy Services to enhance cooperation and support in meeting mission goals

Support Escalation Engineer

Hewlett-Packard for Microsoft PSS

 2011 - 2011  Ireland

- Tracked product support cases and executed formal post-mortem processes on the closure of critical issues
- Wrote technical articles and white papers on multiple products for the VKB database, focusing on root causes, solutions, and prevention

MOST PROUD OF

 I am a self-made man shaping life as he sees fit.

LANGUAGES

English

Native

Flemish

Native

French

Advanced

German

Proficient

PUBLICATIONS


Kernel Debugging for Premier Field Engineers Workshop

Microsoft Premier Support

 2014

CSS Data Gathering Workshop

Microsoft Learning

 2013

EDUCATION

Eng. Telecommunications and Electromechanics

Belgian Armed Forces (NATO)

EXPERIENCE

Principal Technical Consultant

GEURTS-IT.B.V.

📅 2006 - 2010 📍 Netherlands

- Provided expertise as Technical Consultant and Technical Project Lead for medium sized to large organizations, including Computer Sciences Corporation, DAF Trucks, Eneco Energie, and KPN Telecom

ACCREDITATIONS

Microsoft Deutschland GmbH, Munich, DE

First Steps Series - Microsoft Azure Compute: Infrastructure as a Service (IaaS) Overview Workshop

Microsoft Corporation, Redmond, USA

Vital Signs: Performance Monitoring Windows Server Workshop

COURSES

Windows Internals for EEs: Memory, The Registry, PnP, Networking, Storage, Security

The former 70-660 exam (retired)

Mandel: Presentation Skills for Technical Professionals

A messaging, conversation, and presentation skills training which improves business performance

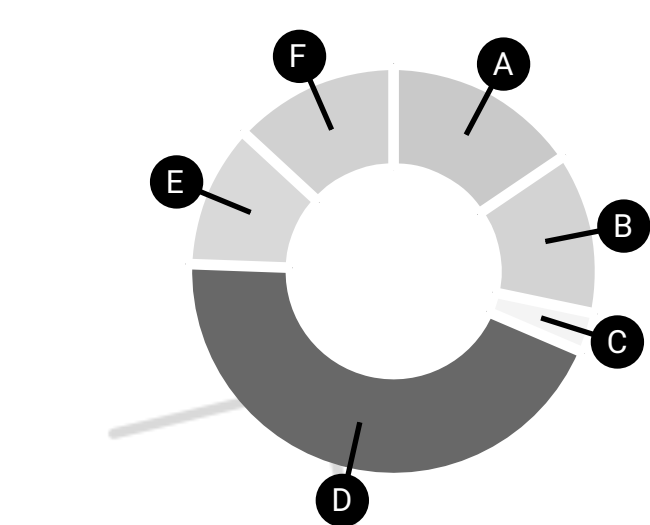
Crucial Conversations: Tools for Talking When Stakes Are High

How to transform anger and hurt feelings into a powerful dialogue, and make it safe to talk about almost anything

Accelerated Windows Memory Dump Analysis

How to analyze crashes, freezes, memory leaks, spikes, and much more

A DAY IN MY LIFE



- A Breakfast, spend time with my girlfriend if she's not in a grumpy mood
- B Jogging or practicing some fancy laijutsu drills
- C Checking my agenda, email, pack clothes
- D Work at a variety of customers, mostly in France, UK and Germany
- E Find food in the fridge (if anything veggie is left), check hexchat, forums, and learn new cool stuff @PluralSight/Codeschool
- F Crash bed, close eyes, get some sleep