



# Luc Geurts

*problem solver, suffers from chronic curiosity syndrome*

## Experience

- 2017–Present **Team Lead, Cloud Platforms Engineer, France.**
- o Freelance contractor at a medium sized travel company. I am helping them build/scale a functional service (Websites, APIs, mobile apps), migrate to AWS (project finished end 10/17), deploy infrastructure automation tools, as well as recruit a new team of engineers;
  - o Team Lead migration financial applications at LCL Crédit Lyonnais;
  - 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 its culture as well as enhancing their technical expertise.
- 2011–2012 **Escalation Engineer, Dell, Ireland.**
- o Managing Tier 3 escalations and subcases; addressing and resolving break-fix incidents for KACE, vRanger and Foglight end-to-end software.
- 2011–2011 **Support Escalation Engineer, Hewlett-Packard for Microsoft PSS, Ireland.**
- o PSS provides pay-per-incident support for experts and businesses. More often than not, many of these support cases with their symptoms, root causes and resolutions, will land as a white paper in the external VKB (Microsoft partners) or TechNet. I did the symptom, root cause, resolution part.
- 2006–2010 **Owner, CEO, GEURTS-IT B.V., Netherlands.**
- o How to become a true 'Jack Of All Trades'? Try 12 FTEs, now add some advertising, marketing plans, allocating resources, maintaining your precious business accounts, complying with federal/state laws, and providing customer service while simultaneously working full-time at various projects.

– 45000 Orléans – Centre-Val de Loire, France

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## Technical Skills

- o Azure, Windows
- o AD
- o Python
- o PowerShell
- o Hyper-V
- o JavaScript
- o Xperf
- o WinDbg
- o Failover Cluster
- o Linux
- o Solaris
- o Scripting (bash)
- o Git/Subversion
- o HTML5, CSS
- o MD

## Courses

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

## 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

- 2017–Present Freelance IT Consultant, Fondation Agir Contre l'Exclusion, France
- 2011–2017 Animal Rescue Service, Dublin SPCA, Ireland
- 2011–2011 Canine Carer, Dogs Trust, Ireland