



# Luc Geurts

*problem solver ... chronic curiosity syndrome*

## Experience

- 2017–Present **Team Lead, Cloud Platforms Engineer**, France.
- o Freelance contractor at a medium sized travel company. I'm helping them build/scale a functional service (Websites, APIs, mobile apps), migrate to AWS (project finished end 10/17), deploy infrastructure automation tools, recruit a new team of engineers;
  - o Technical Team Lead migration financial applications at LCL (finished 06/18);
  - o Automating a new Azure environment for testing purposes;
  - o Maintain a mixed Windows/Linux environment at a school for at-risk middle/high school children;
  - 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 (70%);
  - o Participate in on-call shifts and CritSits (transactional, Europe, 30%);
  - 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 mixing 12 FTEs with advertising, marketing plans, allocating resources, maintaining your precious business accounts, complying with 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

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

## Courses

- [70-660] Windows Internals for EE's: 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