



Luc Geurts

Helping customers with their journey to the cloud!

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, 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; focusing 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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Technical Skills

- Windows, Azure
- Python
- PowerShell
- JavaScript
- Xperf
- WinDbg
- Linux
- Solaris
- Scripting (bash)
- Git/Subversion
- HTML5, CSS

Courses

Exam 70-660 - 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 Certification

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

- 2017–2018 Freelance IT Consultant, Fondation Agir Contre l'Exclusion, France
- 2011–2017 Animal Rescue Service, Dublin SPCA, Republic of Ireland
- 2011–2011 Canine Carer, Dogs Trust, Republic of Ireland