# Luc Geurts

*Team Lead, Cloud Platforms Engineer*

## Education

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| 1987–1989 | **Electromechanical Engineer**, *Belgian Armed Forces*, Belgium. |
| 1983–1987 | **Docent Drums, Percussion Instruments**, *Genkse Academie voor Kunst*, Belgium. |
| 1979–1983 | **Bachelor Biotechnical Sciences**, *Biotechnicum Bocholt*, 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, deploy infrastructure automation tools, 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, Chalk & Talks;
- Deliver proactive on-site Windows Platforms DSE services in the EMEA region;
- Participate in on-call shifts and CritSits;
- Mentor new hires; helping them adjust and discover more about our organization and culture as well as enhancing their technical expertise.

**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;
- Wrote technical articles and white papers on multiple products for the external VKB; focused 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).

## Technical Skills

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

## 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 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

2011–2017 Animal Rescue Service, Dublin SPCA, Republic of Ireland

2011–2011 Canine Carer, Dogs Trust, Republic of Ireland