



Luc Geurts

problem solver ... chronic curiosity syndrome

Education

- 1987–1989 **3 Para - Electromechanical Engineer**, Belgian Armed Forces (NATO), Belgium.
1983–1987 **Bachelor of Arts - BA, Music**, Genkse Academie voor Kunst, Belgium.
1979–1983 **Associate Degree, Biotechnology**, Biotechnicum Bocholt, Belgium.

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 (Amazon VPC), implement software provisioning, and recruit a new team of engineers;
 - o Manage the migration of a financial apps cluster at Le Crédit Lyonnais (finished 06/18);
 - o Maintain a mixed Windows/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;
 - o Recently became interested in AI; obtaining online certs from the Microsoft Professional program.
- 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 DACH region (70%);
 - o Participate in on-call shifts, CritSits, and Health Checks (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 root cause & resolution parts.

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1/2

Technical Skills

- Azure IaaS
- Windows Server
- ADFS, PKI
- DaaS, VDI, RDS
- Hyper-V
- JavaScript
- Xperf
- WinDbg
- Failover Cluster
- Debian Linux
- Solaris
- Scripting (bash)
- Git/Subversion
- HTML5, CSS
- LaTeX, MD
- PoSh, Python

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

Certifications (excluding legacy titles)

- 2015 Microsoft Specialist: Implementing Microsoft Azure Infrastructure Solutions
- 2015 Microsoft Certified Professional
- 2008 ITIL V3 Foundation

Accreditations

- 2017 Windows Server 2016 Failover Cluster WorkshopPLUS
- 2015 Microsoft Azure Compute: Infrastructure as a Service (IaaS) Overview Workshop
- 2014 Vital Signs: Performance Monitoring Windows Server WorkshopPLUS

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