



Luc Geurts

always wandering, learning ... chronic curiosity syndrome

I'm a Belgian/Irish expat who lives in France & the Netherlands. A former Microsoft Platforms PFE, T3 Escalation Engineer, Consultant who has a strong background in managing projects, troubleshooting complex operational issues, and architecting infrastructure automation. In private, a super nerd that loves tinkering with all kinds of open source software, and who's interested in far too much hobbies ranging from budo to trekking the alps, cruising freeways on a GSXR-600, or rehearsing paradiddles when his neighbours are not at home.

Professional Experience

2019–Present **Lead Project Engineer, ITIS, Netherlands.**

- o Participate in company pre-sales and project audits;
- o Introduce GitHub repository workflows in combination with Azure Boards, write sets of governance and policy documents, manage several projects (Standardization Data Centers, Re-Base Active Directory, Global Upgrade to Windows Server 2022), prepare & run training sessions for NOC engineers and Helpdesk staff at Huisman Equipment, one of the world's 3 largest manufacturers of heavy lifting, drilling, mooring, and pipe laying equipment for offshore concerns (engagement ends 09/22);
- o In the process of stepping up cloud partnership strategy between ITIS and AWS.

2017–Present **Co-Founder, Tech Lead, (Cloud) Operations Engineer, Flouze EURL, France.**

- o Interim Technology Lead at a leading travel and tourism group. Having finished the migration to AWS, my team is occupied with maintaining functional services (websites, APIs, mobile apps) and automating EC2 provisioning through RedHat Ansible Tower. As of May 2021, we also started with building AI driven real-time contact center agents;
- o Manage the migration of a financial apps cluster at Le Crédit Lyonnais (finished 06/18);
- o Maintain a predominantly Microsoft & Apple based infrastructure at a school for at-risk children. This is a voluntary job (FACE aka Fondation Agir Contre l'Exclusion);
- o Coach & Tech Advisor for two startups (remote workspaces and financial modeling).

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 like for example Finanz Informatik and Deutsche Bahn;
- 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.

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visit my blog at lgeurts.github.io

2011–2012 **Escalation Engineer**, *Dell*, Ireland.

- Managing Tier 3 escalations and subcases; addressing and resolving break-fix incidents.

Skills

Providers	Automation	Languages	Other
◦ AWS, Azure ◦ On-premises AD	◦ Ansible, GitOps ◦ Docker Compose	◦ Bash, PowerShell ◦ LaTeX, Yaml	◦ WinDbg, Xperf ◦ Intune

Latest Certifications

- 2020 [AZ-900] Microsoft Azure Fundamentals
- 2019 [010-160] Linux Professional Institute Linux Essentials
- 2015 [70-533] Microsoft Specialist: Implementing Microsoft Azure Infrastructure Solutions

Courses and Accreditations

- 2020 DevOps Essentials on AWS
- 2017 Trainer Windows Server Failover Cluster WorkshopPLUS
- 2015 Trainer Microsoft Azure Compute: Infrastructure as a Service (IaaS) Workshop
- 2014 Trainer Vital Signs: Performance Monitoring Windows Server WorkshopPLUS
- 2014 Mandel: Presentation Skills for Technical Professionals
- 2013 Crucial Conversations: Tools for Talking When Stakes are High
- 2012 Trainer Deep Dive in Microsoft Active Directory TTT WorkshopPLUS
- 2012 [70-660] Windows Internals for Microsoft EEs: Memory, The Registry, PnP, Networking, Storage, Security

Honors & Awards

- 2021 AWS Community Builders program member

Projects

- 2016 Microsoft Garage Hackathon: Bing my ASL (C++, Java, UI & Web design)

Publications

- 2014 Kernel Debugging for PFEs 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

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