



Luc Geurts

always wandering, learning ... chronic curiosity syndrome

I'm a Belgian/Irish expat who partly lives in France & the Netherlands. My past includes various roles ranging from Microsoft PFE, Escalation Engineer, Consultant, to Coach, Project Lead, and CEO. 15+ years experience in managing projects, troubleshooting complex operational issues, backend development, and infrastructure automation. In private, a super nerd who loves tinkering with all kinds of open source software, and who's interested in far too much hobbies ranging from science to history, kendo, trekking the alps, cruising freeways on a (2008) GSXR 600, and rehearsing paradiddles when his neighbours are not at home.

Professional Experience

2017–Present **Partner, Team Lead, Cloud Platforms Engineer, Flouze EURL, France.**

- o Interim Tech Lead at a leading travel and tourism company. Having finished the migration to AWS, my team of 6 devs is occupied with maintaining functional services (websites, APIs, mobile apps), and configuring servers through RedHat Ansible Tower. As of May 2021, we also started with building additional AI driven real-time contact center agents. Some tools of choice are Amazon Transcribe, Comprehend, Translate, and Kendra;
- o Introduce GitHub repository workflows in combination with Azure Boards, upgrade on-premises services to the latest level, design & implement business process automation at Huisman Equipment, one of the world's 3 largest manufacturers of heavy lifting, drilling, mooring, and pipe laying equipment for offshore companies;
- 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;
- 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.

– 45000 Orléans – Centre-Val de Loire, France

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Skills

Providers	Automation	Languages	Other
◦ AWS, Azure ◦ On-premises AD ◦ Hyper-V	◦ Ansible (Tower) ◦ Docker, Jenkins ◦ GitOps	◦ Bash, PowerShell ◦ YAML, JSON ◦ TypeScript	◦ WinDbg, Xperf ◦ DaaS, RDS ◦ Intune, DSC

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 [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

Extracurricular Activities

- 2017–Present IT Consultant, Fondation Agir Contre l'Exclusion, France

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