


LUC GEURTS

Engineering Consultant | Lead Project Engineer

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Certified IT Specialist with 20 years of career history. Currently on an assignment as Tech Lead; a former Microsoft PFE, T3 Escalation Engineer who has a strong background in managing projects, troubleshooting complex operational issues, and architecting infrastructure automation. Strongly motivated by intellectual challenges, always looking out for new technologies and their strategic importance. Loves to travel (30% to max. 40%), work in high pressure environments. In private, a super nerd that loves tinkering with 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.

COMPETENCIES

Frameworks	PMI, ITSM, ITIL, Microsoft MOF, CIS Controls, NEN, COBIT, GDPR
Infrastructure	AWS, Azure, Active Directory, Windows Server, Linux
Programming	Bash, PowerShell, YAML, Markdown, LaTeX, JSON
DevOps	Ansible, Podman, Docker, Vagrant, Git, Atom, Visual Studio Code
Databases	Microsoft SQL Server, Amazon RDS
Middleware	Amazon Lightsail, Apache Webserver, Apache Tomcat
Other	Jira & Confluence, MS Project, Intune, Amazon WorkSpaces, Azure Virtual Desktops

PROFESSIONAL EXPERIENCE

Now March 2019	Lead Project Engineer, ITIS PROJECTS B.V., Netherlands <ul style="list-style-type: none">Participate in company pre-sales and project auditsSub-Contractor at Huisman Equipment :<ul style="list-style-type: none">Introduce/build GitHub (Enterprise) repositories in connection with Microsoft Azure BoardsAct as the site's main Technical Editor publishing step by step tutorials, infrastructural designs, later on switching to more generic content like policies and a new global IT governance frameworkManage projects -for example rolling out a BeyondTrust PAM solution at 5 regions and +200 subscribed vesselsPrep & run classroom training sessions for NOC engineers and Helpdesk staffIn the process of stepping up a cloud partnership strategy between ITIS and AWS <div><div>Azure</div><div>Active Directory</div><div>Windows</div><div>BeyondTrust</div><div>Git</div><div>MS Office</div><div>PowerShell</div><div>Markdown</div></div>
Now September 2017	Co-Founder Tech Lead Engineering Consultant, FLOUZE EURL, France <ul style="list-style-type: none">Interim Technology Lead at a leading travel and tourism group :<ul style="list-style-type: none">After migrating departmental resources to AWS, my team is occupied with maintaining functional services (websites, APIs, mobile apps) and automating EC2 provisioning through Ansible TowerManage the migration of a financial apps cluster at Le Crédit LyonnaisMaintain 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)Coach & Tech Advisor for two startups (remote workspaces and financial modeling) <div><div>AWS</div><div>Active Directory</div><div>Windows</div><div>Linux</div><div>Mac OSX</div><div>Jira</div><div>Confluence</div><div>LibreOffice</div><div>Amazon LightSail</div><div>Ansible</div><div>Git</div><div>Apache Webserver</div><div>Softerra Adaxes</div><div>Docker</div><div>Amazon Workspaces</div><div>Bash</div><div>PowerShell</div><div>JSON</div><div>YAML</div></div>
September 2017 March 2012	Premier Field Engineer, MICROSOFT GMBH, Germany <ul style="list-style-type: none">Assist MCS (Microsoft Consulting Services) by providing technical support in developing 'Tailored to Fit' solutions for Premier customers like for example Finanz Informatik, PWC, and Deutsche BahnCreate/teach different types of offerings such as Workshops, Chalk & TalksDeliver proactive on-site Windows Platforms DSE services in the DACH region (70%)Participate in on-call shifts, CritSits, and Health Checks (transactional, Europe, 30%)Mentor new hires; helping them adjust and discover more about our organization and its culture, as well as enhancing their technical expertise <div><div>Azure</div><div>Hybrid Identity</div><div>Active Directory</div><div>Windows</div><div>VitalSigns Performance Monitoring</div><div>Microsoft HPC</div><div>VDI</div><div>Hyper-V</div><div>Intune MDM/MAM</div><div>MS Office</div><div>RDS</div><div>DSC</div><div>MDT</div><div>WinDbg</div><div>Netmon</div><div>PowerShell</div></div>
February 2012 July 2011	Escalation Engineer, DELL TECHNOLOGIES LTD, Ireland <ul style="list-style-type: none">Managing Tier 3 escalations and subcases; addressing and resolving break-fix incidents <div><div>KACE</div><div>vRanger</div><div>Foglight</div><div>Windows</div><div>VMware</div><div>MS Office</div><div>WinDbg</div><div>PowerShell</div><div>Wireshark</div></div>

July 2011
February 2011

Support Escalation Engineer, HEWLETT-PACKARD LTD. FOR MICROSOFT CSS, Ireland

- 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 symptom, root cause, resolution parts

Active Directory Windows Exchange Server MS Office WinDbg Netmon Xperf

December 2010
February 2006

CEO, Consultant, GEURTS-IT B.V., Netherlands

Technical Lead, Sr. Engineer for ENECO ENERGIE, GEMEENTE DORDRECHT, DAF TRUCKS, SWIFT, KPN TELECOM

- Working on cases as :
 - Architecting the layout of a regional datacenter/scripting VMware ESX acceptance tests for certification purposes
 - Spearheading the migration of Windows & Linux BC/OD financial clusters and services to a 3rd party datacenter
 - Driving the integration of a vendor's application landscape and infrastructure into the PACCAR holding
 - Designing the blueprint for a new Microsoft Operations Manager 2005 architecture, building a solid base of Microsoft SMS 2003 Management Packs, and providing ad-hoc training to operational staff
 - Upgrading between 40-45 EOL OpalisRobot 4.0 automation systems to Opalis Integration Server 5.0

Lean Autodesk BIM Windows Red Hat VMware OpalisRobot MOM SMS MS Office ESX CLI VBScript

LANGUAGES

Flemish/Dutch ● ● ● ● ●
English ● ● ● ● ●
German ● ● ● ● ○
French ● ● ● ○ ○
Irish Gaelic ● ● ○ ○ ○

TRAITS

- Passionate about everything technology
- Curious : "why things work like they do"
- Autonomous worker
- Leads by example

PROJECTS

BING MY ASL

2016 - 2016

 <https://news.microsoft.com/life/hackathon/>  [Microsoft Hackathon Categories](#)

We were (a mixed team of 5 engineers from Germany, the UK and United States) building an ASL Visual Translator for Bing & Cortana. The app could capture sign language via a camera on a smartphone or laptop, look up its meaning in Bing and translate the output to Cortana's speech engine.

UI/Web design CSS C++ Java Visual Studio Code

EDUCATION

- 1989 NCO, Military and Strategic Leadership, Koninklijke School voor Onderofficieren - Campus Saffraanberg
- 1986 Bachelor of Arts, Music, Genkse Academie voor Kunst
- 1982 Associate Diploma Biotechnology with electives in the agro-food industry & environmental conservation, Biotechnicum Bocholt

HONORS & AWARDS

- 2022 AWS (Amazon Web Services) Community Builder Program Member, specialty Cloud Operations
- 2021 AWS (Amazon Web Services) Community Builder Program Member, specialty Networking Content Creation

PUBLICATIONS

- 2014 Kernel Debugging for PFEs Workshop, Microsoft Premier Support, Germany
- 2013 CSS Data Gathering Workshop, Microsoft Learning, USA

REFERENCES

Joseph Gallagher

Sr. Technical Support Manager, DELL
@ josephgallagher@yahoo.com

Andre Faber

IT Manager, HUISMAN EQUIPMENT
@ a.faber@huisman-nl.com

Microsoft HR Consulting

Support Dept., MICROSOFT DEUTSCHLAND
@ Needs their approval