



Luc Geurts

wandering, learning ... chronic curiosity syndrome

Education

3 Para, Electromechanical Engineer, Belgian Armed Forces (NATO), Belgium.

Bachelor of Arts - BA, Music, Genkse Academie voor Kunst, Belgium.

Associate Degree Biotechnology, Biotechnicum Bocholt, Belgium.

Experience

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

- Interim Tech Lead at a leading travel and tourism company. Having finished the migration to AWS, my team of 6 devs is currently occupied with maintaining a range of 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;
- Introduce GitHub repository workflows in combination with Azure Boards, upgrade on-premises services to the latest level, design & implement business process automation at one of the world's 3 largest manufacturers of heavy lifting, drilling, mooring, and pipe laying equipment for offshore companies;
- 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);
- Coach & Tech Advisor for two startups (remote workspaces and financial modeling);
- Updating certifications. Obtaining PMP, AWS, and ML, whenever I find some time.

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 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.

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

- 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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Technical Skills

- AWS, Azure
- ADFS, PKI
- ML -Scikit-Learn
- Ansible, Docker
- Active Directory
- WinDbg, Xperf
- Git/Subversion
- Intune, DSC
- DaaS, VDI, RDS
- Hyper-V, KVM
- PowerShell, Bash
- LaTeX, MD

Courses

- [70-660] Windows Internals for EEs: Memory, The Registry, PnP, Networking, Storage, Security
- Crucial Conversations: Tools for Talking When Stakes are High
- Ansible: Setup, Configure, and Ad Hoc Commands Deep Dive
- Getting Started with PowerShell Desired State Configuration (DSC)
- Workshop: Mandel: Presentation Skills for Technical Professionals
- Accelerated Windows Memory Dump Analysis

Certifications (excluding retired exams)

- 2020 Microsoft Azure Fundamentals
- 2019 Linux Professional Institute Linux Essentials
- 2015 Microsoft Specialist: Implementing Microsoft Azure Infrastructure Solutions
- 2015 Microsoft Certified Professional

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

Honors and 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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██████ Volunteering Experience

2017–Present Freelance IT Consultant, Fondation Agir Contre l'Exclusion, France
2011–2017 Animal Rescue Service, Dublin SPCA, Ireland