

Lucas Cantor

Experience

Intercom / IT Systems Engineer

APR 2018 - PRESENT, SAN FRANCISCO, CA

At Intercom, I lead as a technical subject-matter expert on the team responsible for a comprehensive IT experience for hundreds of employees around the world.

We plan and build the robust and scalable IT infrastructure upon which Intercom can meet its rapidly growing needs to operate efficiently at scale.

Intercom / IT Lead

SEP 2016 - APR 2018, SAN FRANCISCO, CA

As an IT Lead, I was instrumental in mapping and implementing the strategic growth plan for Intercom's IT support and infrastructure team.

In under two years, we grew from nothing all the way to a comprehensive global IT organization, with a dozen members located in five offices around the world.

Lucid / IS&T Administrator

APR 2015 - JUN 2016, OAKLAND, CA

At Lucid, I formalized and implemented an enterprise IT infrastructure where there had previously been chaotic ad-hoc growth for over a decade.

Lucid's employees can now depend on automated, robust, and secure systems to let them do their jobs without worrying about IT-related issues themselves.

Apple / Network Systems Support Engineer

SEP 2013 - APR 2015, SUNNYVALE, CA (Contract)

After working at Apple as a retail specialist from 2009 to 2012, I was honored to return for a systems admin contract maintaining hundreds of stores and thousands of employees, accounts, and devices around the globe.

This was an exciting opportunity to gain experience providing scalable solutions to time-sensitive issues impacting multi-billion dollar business 24/7/365.

New Signature / IT Consultant

JUN 2012 - JUL 2013, WASHINGTON, DC (Consultant)

At New Signature, I offered strategic guidance as an Apple subject-matter expert, providing creative solutions to problems in demanding and unique real-world environments, for dozens of diverse clients simultaneously.

Education

Georgetown University / Computer Science

AUG 2008 - MAY 2012, WASHINGTON, DC (Bachelor of Science)

Strengths

Tools and Platforms

Site Infrastructure	Meraki	Unix Shell Automation	Bash
Cloud Infrastructure	AWS	Mac & iOS Management	Jamf Pro
Infrastructure as Code	Terraform	Windows Management	Azure AD
Version Control	Git	Identity Management & SSO	Okta

Contact

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