

Lucas Cantor

Experience

Intercom / Senior Systems Engineer

MAR 2019 – PRESENT / SAN FRANCISCO, CA

At Intercom, I own the cross-organization programs responsible for global identity and access management, as well as BeyondCorp device management and trust.

My team provides the foundation of a highly available, inter-operable, and secure IT infrastructure, minimizing human error and toil, and empowering Intercom to automate, self-serve, and eliminate previously complex or high-risk tasks.

Intercom / IT Systems Engineer

APR 2018 – MAR 2019 / SAN FRANCISCO, CA

As an IT Systems Engineer, I was the technical lead on the team responsible for Intercom's comprehensive IT experience for hundreds of employees globally.

Intercom / IT Lead

SEP 2016 – APR 2018 / SAN FRANCISCO, CA

As an IT Lead, I was instrumental in implementing the strategic growth plan for Intercom's IT support and infrastructure teams, developing them into a world-class global IT organization.

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 organic ad-hoc growth for over a decade.

Apple / Network Systems Support Engineer

SEP 2013 – APR 2015 / SUNNYVALE, CA (CONTRACT)

At Apple, I worked in a systems admin role, responsible for maintaining hundreds of stores and thousands of employee accounts and devices around the globe.

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

Domains

Device Management
Identity & Access Management
Single-Sign-On & Multi-Factor
Zero-Trust & BeyondCorp
Infrastructure as Code

Platforms

Jamf Pro, Azure AD
Okta, Active Directory
Okta, OneLogin, Duo
Okta, Duo
Amazon Web Services

Technologies

DEP, Autopilot
SCIM
SAML, LDAP, U2F
PKI
Terraform, Git

Contact

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