

# Lucas Cantor

## Experience

### Intercom / IT Lead

SEP 2016 - PRESENT, SAN FRANCISCO, CA

At Intercom, I run a team responsible for strategic planning and support of a comprehensive IT experience for hundreds of employees around the world.

We provide the platform upon which the company can comfortably and safely meet its rapidly growing needs to operate efficiently at scale.

### 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

### Software

Bash Shell  
Jamf Pro  
Okta  
AWS

### Operating Systems

macOS through 10.13  
iOS through 11  
Ubuntu through 18.04 LTS  
Windows through 10

## Contact

### Email

lucascantor@gmail.com

### Phone

610.202.9708

### Web

[lucascantor.com](http://lucascantor.com)