

# LUCAS CANTOR

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## PROFILE

I am an information systems engineer with twelve years of experience. My work focuses on providing highly available, inter-operable, and secure IT infrastructure as a platform. I strive to minimize human error and toil, and to enable automation, self-service, and elimination of complex or high-risk tasks.

## EXPERIENCE

**Grand Rounds / Senior Systems Engineer**  
San Francisco, CA · OCT 2019 – PRESENT

At Grand Rounds, I am responsible for the automation, availability, and security of an HR-mastered identity and access management platform, designed to maintain HITRUST CSF compliance for clinical staff operating remotely throughout the entire country.

**Intercom / Senior Systems Engineer**  
San Francisco, CA · SEP 2016 – OCT 2019

At Intercom, I was the technical lead on the team responsible for the foundational IT infrastructure on which all corporate systems were built. I grew and mentored a world-class global IT organization from its inception, and I planned, implemented, and owned industry-leading programs for automated user and systems management.

**Lucid / IS&T Administrator**  
Oakland, CA · APR 2015 – JUN 2016

At Lucid, I implemented and managed an enterprise IT infrastructure where there had previously been organic growth for over a decade. I enjoyed the unique opportunity to automate myself out of a job and enable an acquisition.

**Apple / Retail Systems Support Engineer**  
Cupertino, CA · SEP 2013 – APR 2015

At Apple, I was responsible for deploying and managing tens of thousands of devices in hundreds of Apple stores around the globe. I maintained high-availability and PCI compliance for employees subject to diverse regulatory requirements and speaking dozens of different languages.

## PROJECTS

**Identity and Access Management**  
Program Owner, Lead Engineer

Okta, Duo MFA, and Namely as a master, for HR-driven role-based access control. Okta-backed Active Directory, enabling Amazon Workspaces cloud developer environments. Okta SSO access to endpoints running macOS, Windows, Linux, and Chrome OS.

**Zero-Touch Endpoint Management**  
Program Owner, Lead Engineer

Apple Device Enrollment Program and Jamf Pro for macOS and iOS endpoints. AutoPilot, Intune, and Azure Active Directory for Windows endpoints. Okta integration and federation for seamless SSO during end-user-driven out-of-box setup experience.

**Device Trust and BeyondCorp**  
Program Owner, Lead Engineer

Automated certificate deployment and revocation on all managed endpoints via Jamf Pro and Intune. Context, user, and risk-aware attestation and policy enforcement, enabling password-free authentication for most cases, or more factors when needed.

## EDUCATION

**Georgetown University / Computer Science**  
Washington DC · AUG 2008 – MAY 2012