**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 Platforms Technologies**

Device Management Jamf Pro, Azure AD DEP, Autopilot

Identity & Access Management Okta, Active Directory SCIM

Single-Sign-On & Multi-Factor Okta, OneLogin, Duo SAML, LDAP, U2F

Zero-Trust & BeyondCorp Okta, Duo PKI

Infrastructure as Code Amazon Web Services Terraform, Git

**Contact Email Phone Web**

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