LUCAS CANTOR

(610) 202-9708 · lucas@cantor.cloud

PROFILE

I am an information systems engineer with experience working in IT since 2008. 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.

RELEVANT EXPERIENCE

Intercom / Staff Systems Engineer
SEP 2016 – OCT 2019, OCT 2021 – PRESENT

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

Grand Rounds / Senior Systems Engineer
OCT 2019 – OCT 2021

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

Lucid / IS&T Administrator
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
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.

SELECTED WORK

Zero-Trust

Context-aware security policy enforcement and passwordless biometric auth, regardless of device management or network location.

Business Process Automation

Self-service CICD pipeline delivery of no-code automations, both internally for Intercom and for its customers as well.

Infrastructure-as-Code

Terraform-managed Okta and AWS orgs, ensuring version-control, least-privilege, separation of duties, and governance.

Identity & Access Management

Workforce lifecycle automation via custom-built HR-sourced role-based access control.

Identity Governance & Administration

Self-service role-based access requests and recertifications, without IT as a bottleneck.

Zero-Touch Endpoint Management

ADE and Jamf Pro for macOS and iOS. Autopilot and Intune for Windows.

EDUCATION

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