

# Lucas Cantor

## Experience

### Intercom / IT Systems Engineer

APR 2018 - PRESENT, SAN FRANCISCO, CA

At Intercom, I lead as a technical subject-matter expert on the team responsible for a comprehensive IT experience for hundreds of employees around the world.

We plan and build the robust and scalable IT infrastructure upon which Intercom can meet its rapidly growing needs to operate efficiently at scale.

### Intercom / IT Lead

SEP 2016 - APR 2018, SAN FRANCISCO, CA

As an IT Lead, I was instrumental in mapping and implementing the strategic growth plan for Intercom's IT support and infrastructure team.

In under two years, we grew from nothing all the way to a comprehensive global IT organization, with a dozen members located in five offices around the world.

### 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

### Tools and Platforms

Unix Shell  
Device Management  
Identity Management  
Site Infrastructure  
Cloud Infrastructure

Bash  
Jamf Pro  
Okta  
Meraki  
AWS

### Operating Systems

macOS through 10.13  
iOS through 11  
Ubuntu through 18.04  
Windows through 10  
Android through 8

## Contact

### Email

lucascantor@gmail.com

### Phone

610.202.9708

### Web

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