

Lucas Mancini

IT Infrastructure Engineer & Cybersecurity Analyst

Palmer, MA, 01069, United States | 413-284-2086 | lucas@backyardcloud.net | [linkedin.com/in/mancinil](https://www.linkedin.com/in/mancinil) |

www.backyardcloud.net

PROFESSIONAL SUMMARY

IT Infrastructure Engineer with 7+ years of experience in systems and networking, with a strong focus in security. Skilled in networking, vulnerability management, Zero Trust, data protection, encryption, and cloud security. Committed to continuous improvement and staying current with industry trends. Proven leadership in cross-functional IT/security initiatives, proactive problem-solving, and innovation in technological processes.

TECHNICAL SKILLS

Networking & Security: VLANs, Routing, Firewall Tools, Cloudflare Zero Trust, NGINX, Docker, AdGuard Home, DNS Management, Network Hardening, TCP/IP, VPN, DHCP, Zero Trust Architecture, Threat Management, Incident Response, Patch Management, Data Protection, Vulnerability Management, Encryption, Access Management, Security Assessments, Security Engineering, Network Security, Automation, Auditing, Security Policies

Cloud Platforms: AWS Educate (Foundations, Cloud 101, Cloud Ops, Networking, Security, Storage, Compute, Serverless, Databases)

Operating Systems: Windows, Linux, MacOS, iOS, Android

Software & Tools: SCCM, Active Directory, ServiceNow, Coupa, Bomgar, Airwatch, XWiki, HTML

Other: Technical Writing, Project Management, Documentation, Troubleshooting, Strong Communication

CERTIFICATIONS & TRAINING

- ACMT (Apple Certified Mac Technician)
 - CompTIA A+ (expired 2021)
 - ServiceNow Administrative Fundamentals
 - OSHA-10
 - Cloud+ Training (AWS Fundamentals)
 - Ethical Hacking (coursework)
 - Switch/Router Essentials (CCNA coursework)
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PROJECTS

TrueNAS SCALE + Cloudflare Zero Trust Implementation

- Migrated production NAS from TrueNAS Core to SCALE, strengthened containerization and cloud security.
- Deployed NGINX reverse proxy with Docker-managed, encrypted Cloudflare Tunnel to mask services behind HTTPS and protect sensitive, confidential data while reducing public attack surface.
- Implemented Cloudflare Zero Trust Access with WARP and device posture checks.
- Integrated AdGuard Home for DNS-level data protection and malware filtering.
- Automated encryption (SSL/TLS) using Cloudflare API, ensuring secure communication.
- Conducted vulnerability management through Nessus scanning, port audits, firewall hardening, and secure configurations to safeguard sensitive, confidential data.
- Strategically planned and initiated Zero Trust architecture project improving cloud security posture.

Academic Security Projects (UMGC)

- **Capture the Flag (CTF) Event Data Analysis:** Identified 180,000+ user entries across log files, demonstrating skills in log monitoring, pattern recognition, and cybersecurity troubleshooting.
- **Security Strategy for Sifers-Grayson:** Designed layered security architecture (DMZ, IDPS, SIEM, IAM) and recommended tools to enhance access control, threat detection, and regulatory compliance.
- **Incident Response Plan:** Developed and led end-to-end IR reporting for simulated breaches including malware, phishing, and insider threats; implemented comprehensive containment and recovery strategies.
- **Security Posture Enhancement:** Recommended adoption of EDR/MDR, MFA, Zero Trust, SIEM, security policies, and Security Awareness Training to strengthen organizational defenses.

Cybersecurity Virtual Experience Programs (Forage) – June 2025

- Completed simulations with Mastercard, AIG, Tata, ANZ, Datacom, and Deloitte; gained hands-on experience in IAM, phishing detection, threat analysis, packet inspection, Python scripting, risk assessment, and incident response; delivered executive reports and training strategies to improve cybersecurity posture.

PROFESSIONAL EXPERIENCE

Technical Support; Build & Deployment Engineer

Amazon, Windsor, CT

July 2021 – February 2026

- Maintained enterprise network systems across multiple MDF/IDF environments, supporting high-availability operations.
- Led migration of legacy networks to modern FFN architecture with zero downtime, optimizing security and performance.
- Managed backbone devices and validated end-to-end connectivity for resilient, protected operations.
- Diagnosed and resolved complex hardware, software, and network issues to ensure business continuity.
- Spearheaded cross-functional IT and security initiatives across teams to advance infrastructure and incident response.
- Mentored and coached 10+ technicians, authored technical documentation, and accelerated resolution times by 30%.

IT Support Specialist

Amazon, Windsor, CT

October 2018 – July 2021

- Provided IT support for network operations, account management, and enterprise systems across a 24/7 environment.
- Resolved high-priority incidents impacting productivity, ensuring operational continuity for business-critical functions.
- Deployed new hardware/software for teams, projects, and infrastructure upgrades.
- Introduced new process improvements with cross-functional teams to enhance service delivery and operational efficiency.
- Built trusted partnerships across departments by delivering consistent, reliable technical support.

EDUCATION

University of Maryland Global Campus

Associate of Science in Computer Networks & Cybersecurity, December 2023

University of Maryland Global Campus

Bachelor of Science in Cybersecurity & Technology, December 2025