

# Patrick O'Doherty

EXPERIENCED, TEAM-FOCUSED SECURITY ENGINEERING LEADER

San Francisco, California

✉ p@trickod.com | 🏠 www.patrickod.com | 📷 patrickod | 📺 podoherty

## Summary

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Senior Security Engineer with a decade of experience developing, securing, and orchestrating software at scale. I enjoy employing my product engineering background in combination with security expertise to solve real-world problems with high quality of life software. I have experience in security engineering, infrastructure security, full-stack product engineering, cloud architecture, and early-stage SaaS business growth and development. I am seeking a staff-level engineering role to help teams work sustainably to deliver durable impact and results.

## Writing & Talks

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- 2018 **Contributor - Increment on Security** How automation can raise the bar on security [↗](#)
- 2017 **Speaker - BSides San Francisco** Lessons Learned Implementing Meaningful Access Controls [↗](#)

## Work Experience

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### Intercom, Inc

San Francisco

SENIOR SECURITY ENGINEER

June 2016 - Present

- Authored a Google OAuth based SSH certificate authority server and accompanying command line client for easy issuance. Delivered a company-wide migration to ephemeral SSH certificates and Duo 2FA to achieve SSO-based, centrally audited, temporary remote access.
- Designed Intercom's critical asset monitoring setup using streamalert SIEM to ingest CloudTrail, GSuite, Okta, and other data sources. Mentored peers on creating custom feature extensions to streamalert and later successfully contributing these changes back to the upstream project.
- Designed Intercom's AWS ActiveDirectory / Okta / Duo deployment which powers SSO-based access to cloud development environments and other AWS assets.
- Authored Intercom's "Secure Rendering Strategy", a complimentary system of strong framework defaults, safe rendering APIs, and strict static-analysis designed to eradicate XSS across Intercom. Lead the successful deprecation of DOM sinks across Intercom products.
- Developed a transparent column encryption ActiveRecord integration to provide product engineers an easy to use and safe default solution for protecting sensitive data at rest in Intercom's relational datastores.
- Developed data access controls based on explicit customer consent gathering to authorize temporary access to sensitive data for support workflows. Achieved a 70% reduction in number of employees with sensitive data access by migrating to ephemeral access grants.
- Mentored two teammates in successful security engineering career transitions and to subsequent promotions.

### Intercom, Inc

San Francisco

ENGINEER, GROWTH

April 2013 - June 2016

- Developed Intercom's first non-technical alternative signup flows which enabled customers to quickly bootstrap their account and evaluate Intercom with real data by providing a CSV or importing data via a third-party API. These changes resulted in double digit monthly growth in new trial experiences.
- Lead development and delivery of Intercom's internal billing service which powered subscription billing, feature provisioning, and other internal sales workflows. Completed a live customer migration of all active subscriptions from Stripe Billing to this service.
- Designed Intercom's early anti-fraud controls which used payment data and other signals to identify and mitigate email spam and trial abuse.

### PageLever, Inc (acq. 2013)

San Francisco

DIRECTOR OF TECHNOLOGY

May 2012 - April 2013

- A real-time Facebook adspend analytics dashboard used by Fortune 500 brands. Technologies: node.js, express, MongoDB, PostgreSQL.

### PhoneSys

Mountain View

CTO, Co-FOUNDER

June 2011 - August 2012

- An automated telephony platform for high performance outbound sales teams. Technologies: Python, Twilio, Asterisk.

## Extracurricular experience

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### noisetor [↗](#)

San Francisco, California

OPERATOR & TREASURER

2015 - 2018

- Deployed, operated, and maintained a large exit node for the Tor network physically co-located in the USA.
- Made multiple [upstream contributions](#) [↗](#) to Tor's stem Python controller library to allow support for Ed25519 node certificate extensions.
- Managed legal and law enforcement interactions arising from exit node traffic.