

Developer Experience Lead

Developer Experience leader with 12+ years in fintech, focused on developer documentation, API ecosystems, and partner communications for an API-first payments platform. Experience across 600+ B2B integrations, building the developer program and DevRel function from the ground up.

WORK EXPERIENCE

Dwolla → **NMI** (acquired 2026) Des Moines, IA (Remote)
Lead Developer Advocate 08/2018 – Present

- Lead the Developer Relations team through Dwolla's acquisition by NMI. Defined the developer program strategy and currently operate both developer programs in parallel while developing the roadmap to consolidate Dwolla's DX into NMI's platform.
- Built Dwolla's developer relations function from the ground up, evolving from partner integration into DevRel as the company pivoted to a white-labeled platform.
- Led vendor evaluation, contracting, and implementation of the developer portal, then rebuilt the OpenAPI spec as a single source of truth enabling automated SDK generation, API reference publishing, and AI-ready documentation.
- Deployed an AI-powered support assistant across the developer docs and support portal, migrating support workflows to improve tracking and reduce inbound developer support volume.
- Served as the voice of the developer in product development, translating integration friction and partner feedback into actionable API and platform improvements.
- Authored the API Style Guide and documentation standards; led spec-first API design reviews so docs ship with features.
- Managed all partner-facing communications for API releases, deprecations, and breaking changes, establishing consistent notice periods and clear migration guidance.

Dwolla Des Moines, IA, USA
Partner Integration Engineer 11/2016 – 07/2018

- Scaled client onboarding from zero to 200+ API integrations as the sole technical resource, providing end-to-end support from requirements gathering to production go-live.
- Designed the partner onboarding experience from first API call to production go-live, building playbooks and self-serve resources that reduced integration timelines and support load.

Dwolla Des Moines, IA, USA
Technical Community Builder 05/2014 – 11/2016

- Built and managed Dwolla's developer community, including forums, Q&A, and direct developer support, as the primary technical point of contact for external developers.
- Created early technical content (tutorials, code samples, how-to guides) that established the company's voice in the developer ecosystem.

Wells Fargo Home Mortgage West Des Moines, IA
eBusiness Analyst 03/2013 – 01/2014

- Led consultant onboarding to a regulated social media platform, managing compliance workflows and optimizing the end-to-end user experience.

SKILLS

Documentation & DX

- Docs-as-Code (Mintlify)
- API & SDK Documentation
- AI Support Assistant (Kapa.ai)
- Developer Onboarding Design

Domain Expertise

- ACH, RTP & FedNow Payments
- Regulated Financial Services
- Open Banking & Embedded Finance

Technical & Platform

- REST API & OpenAPI Design
- SDK Strategy & Auto-Generation
- Spec-First API Design
- Developer Tooling

Leadership & Communication

- Developer Platform Strategy
- Cross-Functional Collaboration
- Release Communications
- Stakeholder Management

EDUCATION

Iowa State University
B.S. Management Information Systems & Finance
Minor in Technology & Social Change
05/2012