LOWELL KITCHEN

Lead Software Engineer, Payments & Political Organizing

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SUMMARY

Experienced software engineer and technical leader with over 18 years of experience in designing and building multi-tenanted SaaS platforms. I specialize in payment processing and political organizing platforms that have enabled thousands nonprofits and political organizations to engage with their supporters and raise billions of dollars.

Passionate about mentoring teams, solving complex problems, and delivering impactful results.

PROFESSIONAL EXPERIENCE

Lead Software Engineer, Payments
Bonterra
2023 - 2025
Remote

- **Led a product engineering team** in designing, developing, and supporting a multi-tenant payment processing platform built on top of Stripe & PayPal serving thousands of nonprofits and political organizations, processing millions of transactions annually.
- **Spearheaded the design and rollout** of wallet-based payment methods (Apple Pay, Google Pay, Venmo, PayPal), raising over $2M for clients during the 2024 election cycle.
- **Optimized fraud detection capabilities** using Stripe Radar and MaxMind, saving clients over $200K in 2024.
- **Improved payment platform account onboarding**, resulting in a 400% increase in new account setups year over year.
- **Collaborated with business stakeholders** to align technical initiatives with organizational goals and priorities.
- **Mentored and supported** a distributed team of software and QA engineers, fostering growth and collaboration across the team.

Software Team Lead, Fundraising & Political Organizing
Bonterra
2022 - 2023
Remote

- **Managed a product engineering team** developing political organizing and fundraising software for EveryAction and NGP VAN.
- **Directed a year-long usability improvement project** to redesign core functionality of the NGP VAN CRM platform, enhancing user experience and efficiency.
- **Designed and implemented an integration** between NGP VAN and Facebook Ads, enabling clients to streamline their online advertising efforts.
- **Supervised a distributed team** of software and QA engineers, fostering collaboration and productivity.
- **Conducted performance reviews**, providing feedback and supporting team members' professional growth.

Software Team Lead, Fundraising & Political Organizing
EveryAction
2019 - 2022
Remote

- **Managed an engineering team** responsible for developing APIs for the EveryAction and NGP VAN platforms.
- **Designed and implemented bulk import/export APIs** to enable seamless data synchronization between EveryAction and Salesforce.
- **Optimized performance** of the EveryAction mobile messaging (SMS) platform, improving reliability and scalability.
- **Guided a distributed team** of software and QA engineers, fostering collaboration and delivering high-quality results.
- **Conducted performance reviews**, providing feedback and guidance to support team members' growth and development.

PROFESSIONAL EXPERIENCE

Senior Software Engineer
EveryAction — 2019 - 2019, Remote

- **Designed and developed political organizing and fundraising features** for the BSD Tools platform (acquired by NGP VAN in 2019) as well as the EveryAction and NGP VAN platforms.
- **Improved payments fraud detection** by leveraging MaxMind's risk scoring API to enhance platform security and reduce fraudulent transactions. Reduced the cost of payments fraud detection for our clients by approximately 50%.

Senior Software Engineer
Blue State Digital — 2015 - 2019, Boston, MA

- **Led support engineering efforts** for the BSD Tools platform, ensuring reliability and prompt issue resolution.
- **Designed and implemented a seamless data integration** between the BSD Tools and NGP VAN platforms to enhance functionality and interoperability.
- **Improved user experience** through ongoing platform optimization and timely bug fixes.

Lead Software Engineer
Game Show Network (GSN Games) — 2015 - 2023, Waltham, MA

- **Managed a web engineering team** supporting the WorldWinner and GSN Games online gaming platform.
- **Developed and maintained web applications** using technologies including Perl, PHP, HTML, CSS, JavaScript, and Informix DB.
- **Mentored and guided interns**, providing oversight and professional development guidance.

Software Engineer
Blue State Digital — 2006 - 2013, Boston, MA

- **Developed payment processing and political organizing features** for the BSD Tools platform, contributing to billions raised globally for political campaigns and nonprofits.
- **Designed and implemented internationalization (i18n) support**, expanding the platform's global reach.
- **Built and maintained web applications** using PHP, MySQL, JavaScript, HTML, and CSS.
- **Managed and supported over 500 installations** of ExpressionEngine and other open-source content management systems.
- **Two-time speaker** at the annual ExpressionEngine conference, sharing expertise and best practices.

Web Application Developer
Blue Fox — 2004 - 2006, Shelburne Falls, MA

- **Developed websites and web applications** for small businesses and higher educational institutes.
- **Performed web server administration tasks** including configuring Apache and MySQL.

Web Manager
JC Danczak — 2003 - 2004, Westfield, MA

- **Managed all aspects** of the company's online presence.
- **Designed and implemented e-commerce website** and online marketing strategy.
- **Tripled yearly sales revenue** in less than one year.

Adjunct Technology Instructor
Holyoke Community College — 2003 - 2004, Holyoke, MA

- **Developed course curriculum** and taught classes in web development using Macromedia Dreamweaver.

Web Developer
Gravity Switch — 2000 - 2003, Northampton, MA

- **Developed custom e-commerce and content management systems** using Adobe ColdFusion for small-medium sized businesses and higher educational institutes.
- **Collaborated with team members** to design and implement innovative web applications to meet client needs.

PROFESSIONAL EXPERIENCE

Technology Instructor
Hampshire Educational Collaborative

1999 - 2004
Northampton, MA

- **Developed course curriculum** and taught adult basic education computer literacy courses.

EDUCATION

Computer Science
The University of Georgia

1997 - 1999

- Completed introductory computer science and other prerequisite course work.