

Tyler Lindow

ENGINEERING MANAGER | FINTECH PLATFORM & 0 → 1 | EX-FOUNDER

📍 San Diego, CA | [Open to relocation](#)
📞 (650) 580-5788 | ✉ tyler.lindow@gmail.com
🌐 [linkedin.com/in/tlindow](https://www.linkedin.com/in/tlindow) | 🐙 github.com/tlindow

SUMMARY

Fintech engineering manager with 6+ years at Affirm across Partner Engineering, merchant onboarding, and marketing products. Owned Merchant Portal and [affirm.com](#) for the 500,000+ merchant portfolio; scaled developer-support engineering from 1 to 9; owned technical operations and SLA reliability for Amazon (\$10B+ GMV) and \$100M+ merchant accounts. Ex-founder (Beginner Work Inc.). Targeting Engineering Manager / Senior EM roles in fintech (payments, platform/DevX, partner integrations).

PROFESSIONAL EXPERIENCE

Founder | [Beginner Work Inc.](#)

📍 San Diego, CA | Mar 2026 – Jul 2026

- Built and launched a fundraising pitch simulator (React/Next.js) as sole founder; owned product discovery, architecture, and GTM. Validated demand through 92 in-person conversations (including 5 VCs) and 28 early users.
- Wound down in Jul 2026 rather than raise. Personal runway could not cover a full fundraising cycle; returned to Engineering Manager roles.

Software Engineering Manager (L7), Merchant Advocacy | [Affirm](#)

📍 San Diego, CA (Remote) | Mar 2025 – Feb 2026

Scope: Managed 6 software engineers as direct reports, partnering with Product, Design, and Content; owned [affirm.com](#) and Merchant Portal (React, TypeScript) serving SMB/ecommerce-integration merchants, including native onboarding onto Affirm's payment method via API.

- **affirm.com revamp:** Led a 5-week cross-functional rebuild of [affirm.com](#) (~1M monthly viewers) with Design, Marketing, and Engineering for web/mobile design continuity. Shipped onboarding and mobile conversion paths; generated an additional \$500K GMV in a 3-day pre-Black Friday sale. Unlocked fast-follow A/B testing and CMS so marketing and eng could iterate without another full redesign cycle.
- **Org absorption:** After an engineering manager left, absorbed [affirm.com](#) ownership and supporting eng surfaces with no replacement hire; kept Merchant Portal and [affirm.com](#) delivery on track with no operational regression.
- **Merchant Portal reliability:** Raised availability 99.7% → 99.9% in one quarter and unblocked an Intuit launch covering hundreds of thousands of new merchants. Led weekly AI-tooling sessions where the team found and removed unused code paths that threw errant 5xxs and slowed incident diagnosis.
- **Tradeoff (domain decoupling):** Mediated RFCs and system design across Staff+, Directors, and four merchant-engineering teams; chose to decouple service boundaries and drop an out-of-scope dashboard feature rather than force a database migration. Secured Director sign-off on merchant lifecycle architecture by Dec 2025 as groundwork toward a 99.99% availability target.

Developer Support Engineering Manager (L6 → L7), Partner Engineering | [Affirm](#)

📍 San Diego, CA (Remote) | Jul 2021 – Mar 2025

- **Org design:** Grew the developer-support engineering function from 1 to 9 engineers; owned interview rubrics and early-team hiring decisions. Shifted Tier-1/Tier-2 load to operations so engineers owned platform reliability.
- **Promotions:** Ran weekly 1:1s and monthly career-growth reviews across a 9-engineer team; promoted a junior engineer to intermediate in ~1 year and then into product-building engineering, and supported a second engineer's promotion cycle.
- **Partner APIs & payments:** Owned technical operations and SLA reliability for strategic merchant accounts (\$100M+ GMV) and Affirm's flagship partner (Amazon, \$10B+ GMV). Merchant checkout / confirmation-flow integrations via partner REST APIs and webhooks.
- **SLA recovery:** Restored monthly attainment of an internal 99.9% availability target (also our partner commitments) through Mar 2025 after multiple missed months in 2024; shared metrics dashboards with Partner APIs and SRE to coordinate incident response across application code, infrastructure, and communications.
- **Collaboration (GMV signings):** With Sales Engineers, Technical Writers, and plugin partners, produced availability projections that let account management sign \$100M+ GMV merchants.
- **SLA telemetry:** Architected automated SLA reporting and root-cause summaries (Python, Flask, Snowflake), eliminating 16 hours/month of toil and automating ~80% of SLA report generation and RCA drafting.

- **Observability:** Built per-merchant dashboards and alerting that cut detection time for higher-volume merchant-scoped outages to under 5 minutes (previously 20 minutes–2 hours unnoticed).

Developer Support Engineer (L4 → L5), Partner Engineering | [Affirm](#)

📍 San Francisco, CA (Hybrid) | Sep 2019 – Jul 2021

- **Merchant checkout integrations:** Promoted L4→L5. Primary technical liaison for 300+ SMB merchants; diagnosed JavaScript, REST API, and webhook defects in checkout / payment-method integrations on Shopify, Magento, WooCommerce, and Salesforce Commerce Cloud.
- **DevX feedback loop:** Built ETL pipelines towards Snowflake to cluster integration-defect patterns and convert developer feedback into platform fixes that reduced ticket inbound rate ~20% quarter over quarter.

Lead Software Engineering Immersive Resident | [Galvanize Inc](#)

📍 San Francisco, CA | May 2019 – Aug 2019

- Directed technical onboarding and multi-repo code review for ~20 Hack Reactor students (full-stack JavaScript, Git).

Experience Development Specialist & Prototyping Studio Coordinator | [The Tech Interactive](#)

📍 San Jose, CA | May 2017 – Jan 2019

- Partnered with Google on sensor-API workshops for 400+ visitors; engineered generative workshop signage in JavaScript (p5.js); Monthly Innovator Award.

Design Code Build Instructor | [Computer History Museum](#)

📍 Mountain View, CA | Mar 2017 – Nov 2018

- Guided 1,000+ students and volunteers through software logic and physical computing workshops.

EDUCATION

- **Northwestern University** | Learning Sciences graduate coursework (Evanston, IL)
- **University of California, San Diego** | B.S. NanoEngineering, Cum Laude (La Jolla, CA)
- **Software engineering** | Hack Reactor Advanced Software Engineering Immersive; Deep Atlas Applied AI & ML residency
- **Additional** | Olin College of Engineering SEER (Summer Engineering Education Research)

SKILLS & TOOLKITS

- **Technical Toolkit:** Python, JavaScript, TypeScript, React, Next.js, Node.js, Flask, Snowflake, SQL, ETL Pipelines, REST APIs, Webhooks, CI/CD, Git/GitHub, SLA/SLO telemetry, observability, LLMs & agentic coding (Claude, Cursor)
- **Leadership & Management:** Performance management & promotions, org design / domain boundaries, mentorship, incident management
- **B2B onboarding & Operations:** Partner Engineering, merchant checkout integrations (Shopify, Magento, WooCommerce, SFCC), self-serve onboarding & SDKs, Merchant Portal, SLA telemetry, GMV attribution