Tom Wrenn

(203) 805-8669 | tom@fwrenn.com | linkedin.com/in/thomaswrenn

Experienced **Senior Software Engineer** with 13+ years in small, **mission-driven** teams. Finds fulfillment in **high-context, high-agency** environments that balance rapid development with **sustainable technical practices**—driving stable operations, **accelerating velocity**, and continuously refined support, feedback, and delivery processes for **lasting impact**.

WORK EXPERIENCE

Higher Ground Education (acquired Altitude Learning platform team)   Remote

HGE owns and operates Montessori schools in the US and beyond. I work within the Altitude LMS team, delivering high quality Montessori and competency-based education to 100+ public, private, and charter schools — Series E; backed by Learn Capital

SENIOR SOFTWARE ENGINEER   Jan 2021 - Present

» Set up and led the support engineering team. Established processes, culture, and methods that transformed an ad hoc, disruptive process into one of reliable responsiveness. Reduced support and product work needs via a flywheel of continuous improvement and custom tooling at every tier of the support funnel.

» Turned code with low-institutional knowledge into shipped, maintainable features—delivering measurable fixes alongside style-aligned, well-documented, and fast-ramp code.

» Worked directly with stakeholders to resolve partner-specific issues through large-scale data migrations, usage guidance, and low-cost custom solutions. Eliminated incoming low-reusability product work and drove partner success and satisfaction.

» Managed, onboarded, and mentored **1** direct report support engineer; defined the new role within a new team.

Altitude Learning (formerly known as AltSchool)   San Francisco

I worked with former educators and Google alumni to deliver a consumer-grade product that made competency-based, personalized education scalable across 100+ public, private, and charter schools — Series C; backed by a16z, Founders, Emerson, First Round

SENIOR SOFTWARE ENGINEER   Feb 2017 - Jan 2021

» Onboarded and provided ongoing mentoring to **3** junior fullstack engineers to contribute across a large codebase while aligning with team practices and culture.

» Took a Google Drive sync integration from prototype to production. Integration has handled **>10 million** document syncs across **40** environments.

» Led a culture of improving application performance and developer efficiency. Built a framework to simplify monitoring of cross-stack performance events, delivering over 1.5x-3x improvements in key user flows. Introduced developer tools and automated engineering processes to increase impact.

» Turned hours of debugging into minutes for common debugging flows, by creating and instrumenting series of triage dashboards.

Nava   Washington, D.C.

The group that saved Healthcare.gov. A human-centered govtech firm improving essential services at scale. — Early Stage Profitability

SOFTWARE ENGINEER   Jan 2016 - Oct 2016

» Worked on an authenticated login system, accessibility, and core user flows which have processed **>150 million** health plan signups.

Openhour   New York City

Time tracking platform for the advertising industry — Seed Stage, Microsoft Ventures Accelerator

SOFTWARE ENGINEER   Jan 2012 - Jan 2016

» Worked within a four person product team to build, iterate, maintain, and support a time tracking product and suite of integrated Adobe Creative Suite plugins for major advertising agencies and designers.

EDUCATION

New York University School of Engineering

BS IN COMPUTER SCIENCE   Aug 2010 - May 2014

Magna Cum Laude — Dean's List

TECHNICAL

Languages/Frameworks: HTML, CSS, TypeScript, JavaScript, React.js, Python, Node.js, SQL, Bash, Rust, Ember, AngularJS, Electron

Databases: PostgreSQL, Redis, MongoDB

Cloud Services: Amazon Web Services (AWS), Azure, Heroku, Kubernetes

Software Development: Agile Methodologies, Shape Up, CI/CD, TDD, Logging and Monitoring, Data Architecture

Spoken Languages: English – Native, Portuguese – Conversational