

Tito Feliciano

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PROFESSIONAL SUMMARY

Motivated and detail-oriented aspiring software engineer with a solid foundation in full-stack web development, including experience with JavaScript, React.js, Node.js, MongoDB, and Express.js. Proven ability to troubleshoot complex technical issues, mentor team members, and provide exceptional customer service, developed through technical roles at Apple Inc. and entrepreneurial ventures as a self-employed DJ and event manager. Known for strong communication skills, adaptability, and a results-driven approach. Currently enhancing software development skills through intensive training at Per Scholas, with expected graduation in March 2025. Eager to apply technical expertise, problem-solving abilities, and customer-focused mindset in a software engineering role.

TECHNICAL SKILLS

- Node.js
- IT Support
- JavaScript
- MongoDB
- HTML5
- Git Version Control
- React.js
- CSS3
- Express.js

EDUCATION

Per Scholas | Software Engineer | Remote | Graduated *March 2025*

- Related Coursework: HTML, Javascript, CSS, React

Palomar College | Business | San Marcos, CA | *July 2017*

- Related Coursework: Business

Trinity International University | Business | Deerfield, IL | *August 2016*

- Related Coursework: Business & Finance

PROFESSIONAL EXPERIENCE

DJ & Entertainment | Self-Employed | Vista, CA | *March 2023 - Present*

- Established partnerships with 10+ venue owners and event promoters, resulting in a 40% increase in event bookings within six months.
- Delivered customized DJ and MC services for over 50 high-profile events, earning a 95% client satisfaction rate based on post-event feedback.
- Managed event flow and announcements for 30+ large-scale events, ensuring seamless coordination with venue managers and event organizers.

Technical Expert | Apple Inc. | Temecula, CA | *July 2021 - March 2023*

- Exceptional ability to adapt while being time-efficient.
- Mentored and developed a team of 15+ employees, boosting service efficiency by 20% through individualized coaching and training sessions.
- Resolved 95% of technical repairs within designated service timeframes by troubleshooting complex hardware and software issues under high-pressure conditions.

Technical Specialist | Apple Inc. | Temecula, CA | *January 2021 - July 2021*

- Delivered technical solutions with clear, personalized communication, achieving a 98% customer satisfaction rating measured through post-service surveys.
- Improved customer satisfaction scores by 15% within three months by consistently applying best practices during technical consultations and repairs.
- Consistently ensure compliance with company policies and procedures, rules, and regulation.

Product Specialist | Apple Inc. | Temecula, CA | *November 2018 - January 2021*

- Achieved top sales performance as a part-time employee, generating \$889,000 in store revenue, representing 4% of the store's total revenue during the pandemic.
- Created \$889,000 (YTD) in store revenue during pandemic. (4% of store revenue)
- Increased business client sales by securing \$104,000 in revenue in a year through tailored product demonstrations and personalized business solutions.