

## PROFILE

FULL NAME: Joel Califa

BIRTHDATE: 07/18/1988 (*which would make me 21*)

CITIZENSHIP: British, Israeli

LANGUAGES: Mother tongue **English** and **Hebrew** (*touch typing in both*)

WEBSITE: **Joelfolio.com**

## EDUCATION

2008 6B STUDIO DESIGN PREPARATORY COURSE

2003-2006 ROTHBERG HIGHSCHOOL in **Computer Science** and **Music** (*Vocals*)

## PROFESSIONAL EXPERIENCE

2008-2009 TECHNICAL SUPPORT DEPARTMENT - **LIVEPERSON**

- *TECHNICAL SUPPORT AGENT FOR THE LARGEST ONLINE LIVE CHAT COMPANY.*
- Included work with American SMB and ENT clients (including Adobe, Apple and Bank of America).
- Quick **touch typing** in English and **multitasking** capabilities for multiple concurrent online chats.
- Experience in working with other departments.
- Knowledge of HTML, LivePerson javascript code and operating systems (OSX and Windows).
- Intimate knowledge of the LivePerson program and set up process.
- Ability to **stay focused** over **long, high pressure shifts**.

2008 FIELD MARKETING - **WORKOHOLIC**

- *FIELD MARKETING FOR A BAR/RESTAURANT INDUSTRY HUMAN RESOURCES WEBSITE.*
- Completed a course in Marketing Psychology.
- Experience in **working in a team** and working with people.
- Received the "Best Salesman of the Month" title **twice in a row**.
- This job required **charisma**, **persuasion** and a **dynamic approach** to each potential client.

2008 BARTENDING - CAMELOT BAR

- High pressure shifts.
- Knowledge in booze should the need arise.

2006-2008 MILITARY SERVICE

- Six month boot-camp in the Field Intelligence Corps.
- Served in the Intelligence Office of the Infantry Command Training Base
- Had no choice but to learn **punctuality** :)

## RANDOMLY ORDERED INTEREST STAIRS

Music.

Snowboarding.

Too much television.

The internet and all its wonder.

Design (as you may have guessed :P).