

# David Dor Cohen

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## Summary

- ✓ Experience in providing technical service to global customers.
- ✓ Passionate about managing technical support systems.
- ✓ Creative thinking, service oriented, passionate about technology and good interpersonal skills as well.

## Work Experience

### Tier 1 Kaltura, Tel Aviv | 1\2023 – 5\2023

- Handle new cases logged by customers or moves to the next level by chat team
- Provide first response within defined SLA
- Manage own ticket queue and personal Dashboard
- Reply to customers' ticket escalations
- Systematically review the queue of open tickets on Jira

### Customer Online Data Representative Kaltura, Tel Aviv | 3\2021 – 1\2023

- Part of the SiteOps team - responsible for the Virtual Events
- Setting up the event platform according to customer guidelines and requests
- Performing QA on the event platform, recording and reporting any findings to the content team
- Providing technical customer support in real time before, during and after the event and around the clock

### Security Manager Assistant El Al | Feb 2018 – September 2019

## Education

### The Academic College of Tel Aviv–Yafo 2022-Current

- BSc in information systems

### Elal Flight Academy 2020 - 2021

- Commercial pilot licenses – Single engine, Multi engine
- Instrument airplane English proficiency

## Military Service

- Paratrooper fighter, 101st battalion 2014 - 2017

## Language

**English** - As mother tongue      **Hebrew** - Native