

**Name:** Kief “Kith” Gerald V. Lamar  
**Address:** 344 Virginia Ave. Jersey City, NJ 07304  
**E-mail:** [kief.lamar20@gmail.com](mailto:kief.lamar20@gmail.com)  
**Website:** <https://kithlamar.com/>

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## WORK EXPERIENCE

### **Customer Service Representative, Aegis Services Inc., Manila, Philippines**

12/2012-06/2013

- Received inbound and outbound phone calls from clients and account holders.
- Verified and maintained personal information and billing support in an efficient and professional manner.
- Trained receptively and took the initiative in improving newly acquired skills on in-house software such as SAP, CRM and Avaya.

### **Logistics Specialist, U.S. Army, Fort Lee, VA U.S.A.**

05/2014-06/2018

- Coordinate with U.S. personnel, third-party and other NATO support entities in logistics.
- Inventory, safeguard and evacuate personal effects of service members/soldiers.
- Initiate and maintain both classified and unclassified documents using native software in shipping, reporting and tracking of military assets.

## EDUCATION AND ACHIEVEMENTS

B.S. in Psychology 03/2012  
- Dominican College San Juan, Philippines

Advanced Individual Training Course (Honor Graduate) 10/2014  
- U.S. Army Quartermaster School, Fort Lee, VA

The Army Commendation Medal (ARCOM) 12/2015  
- For exemplary performance of duties

## TECHNICAL SKILLS AND KNOWLEDGE

- |              |                 |                   |
|--------------|-----------------|-------------------|
| • HTML5      | • Ruby          | • Bulma           |
| • CSS3       | • Ruby on Rails | • Git             |
| • JavaScript | • JQuery        | • Adobe Photoshop |