

# Witness R. Salezi

Tanga, Tanzania | +255 788 702 520 | [witnessrespis25@gmail.com](mailto:witnessrespis25@gmail.com)

## Professional Summary

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Dedicated and results-driven graduate with a Bachelor of Science in Social Protection, equipped with a strong foundation in social security systems, public policy, and client-centered service delivery. Possesses hands-on experience in customer service, where I effectively handled client inquiries, resolved concerns, and supported administrative processes with professionalism and efficiency. Skilled in communication, problem-solving, and relationship management, with a deep understanding of providing good customer services to the clients. Committed to delivering high-quality customer experiences and contributing positively to organizational goals. Seeking to leverage my academic background and practical experience in a dynamic Customer Service Officer role.

## Core Skills

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- Strong Communication
- Team Collaboration
- Problem Solving
- Adaptability
- Leadership
- Time Management
- Analytical Thinking
- Customer Service
- Organization & Planning
- Attention to Detail
- Microsoft Word, Excel & PowerPoint

## Professional Experience

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### National Social Security Fund (NSSF)

*Customer care service Officer - Field Activities | Aug 2021 - Oct 2021*

- Engaged with participants to provide clear information regarding benefits, eligibility, and plan updates.
- Maintained accurate participant records, including contributions and benefits accruals.
- Supported on-site customer service activities to ensure a high standard of service delivery.

## Education

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### THE INSTITUTE OF FINANCE MANAGEMENT (IFM)

- Bachelor of Science in Social Protection.

### LONGIDO HIGH SCHOOL

- Advanced Certificate of Secondary Education (ACSEE).

## LONGIDO SECONDARY SCHOOL

- Certificate of Secondary Education (CSEE).

## Languages

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- Fluent in English
- Fluent in Swahili

## References

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### Fanuel A. Kilawa

Senior Auditor, Pillars Associates, Dar es Salaam

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### Agatha Ndunguru

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### Salma Ramadhani

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## Declaration

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I, Witness R. Salezi, hereby declare that the information provided in this CV is true, accurate, and complete to the best of my knowledge.