

# ALEX GASTO MSOFE

I am a dedicated and compassionate Social Work graduate with a strong passion for supporting individuals and communities in achieving well-being and social justice. During my 5-month internship in customer service, I developed key interpersonal, communication, and problem-solving skills while handling client inquiries and resolving issues effectively. This experience strengthened my ability to listen actively, remain patient under pressure, and respond empathetically—skills that are vital in social work practice. I am now eager to apply my academic knowledge and practical experience to a role where I can make a meaningful impact on people's lives and contribute to creating inclusive and supportive environments.

## EXPERIENCE

### CUSTOMER SERVICE OFFICER (INTERNSHIP) | JUL - OCT 2022, JUL - SEPT 2023 NATIONAL HEALTH INSURANCE FUND (NHIF)

#### Duties

- Provided frontline customer service support to clients seeking membership in the national health insurance scheme.
- Registered new members by collecting, verifying, and entering personal and demographic information into the insurance database.
- Responded to inquiries regarding eligibility, benefits, registration procedures, and documentation requirements.
- Assisted individuals and organizations in completing membership forms accurately and in compliance with corporate policies.
- Processed updates to member records including changes to personal information, dependents, and employment status.
- Educated members on the rights, responsibilities, and benefits under the national health insurance scheme.

### AUDITOR (INTERNSHIP) | OCT 2022 MUHIMBILI NATIONAL HOSPITAL

#### Duties

- Assisted the internal audit team in conducting audits of financial and operational processes across various hospital departments.
- Reviewed accounting records, invoices, and supporting documents to ensure compliance with hospital policies and regulatory standards.
- Participated in inventory verification exercises to assess the accuracy of asset records and stock management.
- Identified and reported discrepancies in financial records and helped in preparing audit findings for management review.
- Supported in the preparation of audit working papers and documentation in line with internal audit standards.

## REFEREES

Mr. Goodluck Elias Maruma - Head Of Social Protection  
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## ACADEMICS

**Bachelors in Social Protection**, Institute of Finance Management, 2024

**Advanced Certificate Of Secondary Education**, Kibasila Secondary School, 2021

## SKILLS

### MS Office



### Communication



### Negotiation



### Customer Service



### Problem Solving



### Report Writing

