

CHEGE PETER TORNADO

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Professional Summary

Result-driven Customer Service Representative with 5+ years of experience in customer service, and community engagement. Proven ability to drive growth, manage clients' relationships, and executes strategic initiatives. Skilled in IT (computer), Driving/Logistics and operational efficiency.

Key Skills

- Business Development & Strategy
- Client Relationship Management
- Marketing & Outreach
- Team Leadership & Training
- Data Management & Reporting

Professional Experience

Records & Marketing Officer

Haven Hospital (Ruai/Tassia/South B) | Apr 2023 – Jan 2025

- Manage hospital records, insurance claims, and ambulance logistics.
- Drive marketing campaigns and staff coordination for medical outreach.

Business Development Officer

Equity Afya Medical Centre (Franchise: Embakasi/Eastleigh/Imara Daima) | May 2022 – Mar 2023

- Spearheaded growth initiatives, expanding client base and improving service delivery.
- Conducted market research to identify opportunities and optimize operations.

Distribution Assistant

Khetias Drapers Ltd. | Jul – Oct 2021

- Coordinated logistics and inventory distribution.

Customer Executive Officer

Maai-Mahiu Hospital | Jan 2017 – Jan 2020

- Bridged communication between medical staff, patients, and stakeholders.
- Managed social media outreach and streamlined customer service processes.

Customer Care Attache

National Social Security Fund (NSSF), Kitale Branch | Sep – Dec 2016

- Handled member registrations, compliance, and financial queries.

Education & Certifications

- Diploma in Airplane Cabin Crew, Nairobi Aviation College | 2011
- ICDL Certificate, Institute of Advanced Technology | 2010
- KCSE , Karen South School | 2009

Referees

1. Anthony Macharia Kinyanjui

MD, Equity Afya Health centre

anthony.macharia@equityafia.co.ke

2. Mr. Kepha Lubutsi

Administrator, Maai Mahiu Hospital

Phone: 0721814444

3. Dr. Elvin Nyagaka

Director, Haven Healthcare

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