# IMANI ISIS INAS LASENBY

HVAC & Energy Efficiency Trainee | Entrepreneur & Creative Professional

| CONTACT(630) 777-2711ImaniL635@gmail.comChicago, ILEDUCATIONThe Chicago High School for the ArtsDiploma – Chicago, ILLincoln College – Lincoln, ILCERTIFICATIONS• OSHA 10-Hour Construction Safety (2025)• BPI Building Science Principles (2025)• Air Leakage Control Installer – (2025)• Healthy Housing Principles – (2025)SKILLS•Air Sealing and Weatherization• Team Leadership• Customer Service & Sales• Energy Efficiency Knowledge• Inventory Management• Jewelry Design & Crafting• Microsoft Office / CRM• Moisture Control• Building Envelope Diagnostics•Blower Door and Pressure Diagnostics •Energy Efficiency Retrofits• Health & Safety in Weatherization• Blueprint and Field Communication | PROFILE SUMMARYResourceful and driven professional with hands-on HVAC and energy efficiency training. Certified in OSHA safety and building science, with experience managing fast-paced teams. Promoted quickly in every role. Entrepreneurial spirit fueled by a side business in sustainable jewelry design.WORK EXPERIENCE* **Trainee – ComEd Market Development initiative newcomer Cohort** 2025 | Chicago, IL - Participated in ComEd’s clean energy workforce training focused on residential energy efficiency and weatherization - Completed hands-on HVAC and building performance training in a classroom and field setting- Earned multiple BPI certifications, including Building Science Principles and Air Leakage Control Installer
* **Customer Experience Manager – Five Below** 2024 – 2025 | Chicago, IL - Promoted to Customer Experience Manager within 2 months- Led teams to exceed CSAT goals and streamline operations- Managed scheduling, merchandising, and payroll compliance
* **Customer Service Shift Leader – O’Reilly Auto Parts** 2021 – 2024 | Chicago, IL - Promoted to Manager within 3 months- Oversaw shift scheduling, inventory, and conflict resolution- Trained new staff and ensured storewide policy compliance
* **Customer Service Rep – The Soul Jamaican Catering** 2020 – 2023 | Chicago, IL -Delivered timely customer solutions in a high-volume call center- Updated records, answered inquiries, and ensured satisfaction
* **Founder & Designer – Handmade by Imani** 2022 – Present | Chicago, IL -Designed and sold custom eco-conscious jewelry- Managed marketing, production, and customer engagement
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