# IMANI ISIS INAS LASENBY

HVAC & Energy Efficiency Trainee | Entrepreneur & Creative Professional

| CONTACT (630) 777-2711  ImaniL635@gmail.com  Chicago, IL EDUCATION The Chicago High School for the Arts Diploma – Chicago, IL  Lincoln College – Lincoln, IL CERTIFICATIONS • 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 SUMMARY Resourceful 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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