

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