

# AGATHA ANKUNDA -KAMPALA, (UG)

## 1.0. PROFESSIONAL PROFILE

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A dedicated renewable energy specialist committed to increasing energy access in the region. Offering over six years' experience in renewable energy management, P.V system technology design and installation, customer care management, marketing, and strategic business development. An accomplished energy entrepreneur, leader inclined to delivering sustainable energy solutions to facilitate the energy transition and SDG7 goal. Am also a deliberate passionate advocate for increased women participation in the energy industry.

## 2.0. EDUCATION

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**UGANDA CHRISTIAN UNIVERSITY** January 2022 – December 2022  
Postgraduate Diploma Sustainable Business and Renewable Energy

**MAKERERE UNIVERSITY- KAMPALA, UGANDA** September 2015 – June 2018  
Bachelor of International Business  
*Grade Attained: Second Class Honours -Upper Division*

**RUBAGA GIRLS SSS- KAMPALA, UGANDA** Feb 2012-November 2013  
Uganda Advanced Certificate of Education, UACE Certificate  
*Grade Attained: - 13 Points*

**KYEIZOBA GIRLS SSS-BUSHENYI, UGANDA** Feb 2008 – October 2011  
Uganda Certificate of Education, (UCE)  
*Grade Attained: Division II*

## 3.0. PROFESSIONAL EXPERIENCE

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3.1 NREP – Ministry of Energy and Minerals Development January 2022– To date  
**Productive Use of Energy (PUE) Coordinator**

Coordinate activities for the ministry's PUE technical working group which includes ministerial and departmental agencies of government institutes, private sector, development partners and academia.

Organize data validation sessions on research about productive use of energy in the country and how it can be maximized on.

Coordinating productive use of energy awareness workshops to increase and attract adaptability of the model to drive industrialization and economic growth.

Guide and recommend policies, regulations strategies and frameworks to enable the takeoff of productive use of energy in Uganda.

Identify and analyze investment opportunities in the country and ensure investment readiness of entities through high level engagements and training.

Offering support to private entities, development partners interested in integrating productive use of energy into their energy initiatives.

Preparation and revision of the PUE project work plans, budgets and financial plans

**Chairperson**

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Creating awareness of renewable energy technologies for commercial use in women communities.

Designing various programs advocating for women inclusion and participation in the energy sector

Conducting training and awareness campaigns on energy management, solar PV maintenance and uptake as an intervention for climate change mitigation.

Supervising and leading the association project activities including outreaches.

Champion and lead mentorship programs for existing and emerging women leaders in the energy space.

Responsible for reaching out to partners to support project operations.

**Achievements**

Contributed to the ratio of men to women participation on energy panel discussions from an average of 4:0 to 4:2 and constantly profiling more women to ensure a gender balance and inclusion.

Increased women awareness on climate change mitigation through adaption of renewable energy Technologies.

Improved women livelihoods by promoting the integration of productive use of energy accompanied with renewable energy technology trainings in the various women communities we have visited

Conducted several mentorship sessions empowering young women in energy on how to advance as leaders in the sector and also

***Customer Retention Supervisor***

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I spearheaded the development of an effective operational retention strategy that enabled the organization maximize customer retention and achieve an increase in customer satisfaction rate and this hence reduced the portfolio at risk by 50%.

I superintended the support for all customer relations and designed clear operational standards to enhance the customer experience delivery and this increased the uptake of solar home systems among customers ultimately boosting our referral base.

I conducted critical mentorship and supervision for over 70 retention agents and coaching and training them on key business management skills such as customer management, marketing, pitching and relationship building.

I spearheaded knowledge management among the team members and identified key areas for staff growth and development that enabled us to support the upskilling of key staff hence promoting continuous and sustainable growth in the company.

***Customer Retention Executive***

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I conducted a thorough market survey by engaging customers to garner strategic information and feedback that guided the improvements on the performance of the solar system in a bid to improve their user experience.

I initiated innovative strategies for customer retention activities by offering promotional incentives to encourage customers to make payments that resulted in a reduction of the default rate by 60 % of the Pay go customers.

I collaborated with the technical field team members to offer technical support to customers with faulty units and this enabled them effectively utilise the solar units to serve according to their product life.

I coordinated the assessment of solar product performance with the field team to ensure that the customers' needs are correctly addressed

#### **4.0. PROFESSIONAL TRAININGS AND AWARDS**

**Nakawa Vocational Training College**  
*PV Systems installation and management*

**July – August 2022**

**Renewables Academy (RENAC)**  
*Certificate of Completion: PV Off grid and Grid Engineering -*

**December – February 2022**

**Remote Energy**  
*Certificate of Completion: PV System Fundamentals with Energy Storage Units*

**September – October 2021**

#### **5.0. PROFESSIONAL BODY**

Global Women's Network for the Energy Transition (GWNET)

#### **6.0. SKILLS AND COMPETENCE**

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- Communication, Analytical, leadership, team building, report writing skills, branding, website development and graphic design.
- Building cross-functional teams.
- Designing and managing projects from conception to completion.
- Competent in the use of Database Management Systems, Word, Excel and Power Point 2019, Office suite and Data Analysis packages like SPSS.

#### **Languages**

English, German.