

INFORMAZIONI PERSONALI

AGATHA ANKUNDA

POSIZIONE RICOPERTA

Dedicated renewable energy specialist

ESPERIENZA
PROFESSIONALE

Sostituire con date

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

3.2 Women in Renewable Energy Association Uganda (WREAU) June 2021- To date

Chairperson

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 adaptation 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

3.3. D-Light Solar Uganda Limited, Kampala, (Ug) January 2019 – June,2021

Customer Retention Supervisor

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.

3.2. D-Light Solar Uganda Limited, Kampala, (Ug) May 2018 – December, 2018

Customer Retention Executive

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

ISTRUZIONE E FORMAZIONE

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

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

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

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

COMPETENZE PERSONALI

Lingua madre English

Altre lingue

	COMPRESIONE		PARLATO		PRODUZIONE SCRITTA
	Ascolto	Lettura	Interazione	Produzione orale	
German	B2	B2	B2	B2	B2

Competenze comunicative ▪ Communication, Analytical, leadership, team building, report writing skills, branding, website development and graphic design.

Competenze organizzative e gestionali ▪ Building cross-functional teams.
▪ Designing and managing projects from conception to completion.

Competenze professionali Nakawa Vocational Training College July – August 2022
PV Systems installation and management
Renewables Academy (RENAC) December – February 2022
Certificate of Completion: PV Off grid and Grid Engineering - Remote Energy September – October 2021
Certificate of Completion: PV System Fundamentals with Energy Storage Units
Global Women’s Network for the Energy Transition (GWNET)

Competenze digitali Competent in the use of Database Management Systems, Word, Excel and Power Point 2019, Office suite and Data Analysis packages like SPSS.

Patente di guida

ULTERIORI INFORMAZIONI

Pubblicazioni

ALLEGATI

Dati personali Autorizzo il trattamento dei miei dati personali ai sensi del Decreto Legislativo 30 giugno 2003, n. 196 "Codice in materia di protezione dei dati personali".

Il sottoscritto dichiara di essere consapevole che il presente *curriculum vitae* sarà pubblicato sul sito istituzionale dell'Ateneo, nella Sezione "Amministrazione trasparente", nelle modalità e per la durata prevista dal d.lgs. n. 33/2013, art. 15.

Data

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