



# Kris Ablett

## Customer Experience Manager

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Kris' role at Sero is to take care of the customer. The part time job Kris started at 16 whilst in school and university led to a 17 year career in retail. Starting pushing trolleys in the car park (if you have seen the rain in Wales in January you can definitely consider this character building) and ending as a store manager with every possible role inbetween.

A reputation for improving service by engaging and empowering people to do the right thing meant Kris moved into a role improving customer service across the south west, Hertfordshire and North London before starting a family brought him home to Wales.

Kris made the decision to leave retail to pursue a career as a customer experience professional which has involved studying process and service design and a move to work in housing and now the exciting world of zero carbon energy.

Kris' happy place is in the kitchen, he loves to cook (and eat) and the souvenir of choice from visiting any new place is always a cook book that he reads in the way most people read novels.

Kris combines his role at Sero with a voluntary board position at a local housing as he is keen to do more than just earn a salary and wants to make a real difference to society.