

ATIFA DANI

Business Graduate | Data & Operations Support

tifad03@gmail.com | +961-76-6386351 Beirut, Lebanon

PROFILE

Detail-oriented and driven Business Administration graduate with a concentration in Business Information and Decision Systems, pursuing a Master's in Business Analytics at AUB (August 2025). Seeking an opportunity to apply skills in data analysis, digital tools, and customer support in a dynamic team setting.

WORK EXPERIENCE

USAID and Financial Aid Office – AUB Jan 2025 - Present

- Reviewed 1,000+ applications of students impacted by the 2024 war
- Ensured proper support and understanding of the awarding process
- Conducted interviews with applicants and respective parents
- Performed outreach in schools of public and private sector
- Processed and validated applications using CRM system

Internship, Customer Support – RAY Labs Lebanon Oct – Nov 2024

- Supported app development, handled customer inquiries
- Used Jira, SharePoint, Confluence for task management

Internship – Amideast Lebanon Jun – Aug 2024

- Managed Coursera licenses and supported customer outreach
- Conducted market research and upsold training programs

Internship – Middle East Airline (MEA) Jun – Aug 2023

- Rotated commercial units, assisted in cargo and loyalty programs

EDUCATION

Masters of Science in Business Analytics (MSBA) Sep 2025 - Present

American University of Beirut (AUB) – Beirut, Lebanon

- Expected Graduation: May 2027
- Current GPA: 3.85/4.0

Bachelor of Business Administration (BBA) Sep 2021 – Dec 2024

American University of Beirut (AUB) – Beirut, Lebanon

- Concentration: Business Information and Decision Systems

International School of Choueifat (SABIS) – Koura, Lebanon Sep 2006 – Jun 2021

- Lebanese Baccalaureate in Life Sciences

ACTIVITIES AND VOLUNTEERING

Active in international youth forums and local volunteer work with organizations including INJAZ Lebanon, Lebanese Red Cross, and Sanabel Al Nour. Supported refugee research, post-crisis aid, and community awareness campaigns.

KEYS AND SKILLS

- **Customer Service**
- **Communication, Interviewing, and Outreach**
- **Interpersonal Skills**
- **Attention to Detail**
- **Problem Solving**
- **Organizational Skills**
- **Excel, Google Workspace, and CRM**
- **Jira, SharePoint, and Confluence**
- **Basic Java**
- **Fluent in Arabic (Native) and English**