

Aziza Al Sidani

BUSINESS MANAGEMENT

Beirut, LB | +96170753677 | aziza.sidani@hotmail.com

Objective

Highly organized and detail-oriented Business Management graduate with strong experience in administration, student affairs, event coordination, and team leadership. Proven ability to manage operations, support customers, and streamline processes. Seeking a role that aligns with my administrative, managerial, and coordination experience.

Professional Accomplishments

Patients Accounts Specialist – Team Lead | Myteem| Beirut

2024-2025

- Led a team handling patient account processing.
- Ensured accuracy in medical records, insurance verification, and claims submission.
- Trained and supervised staff to improve workflow efficiency and accuracy.
- Managed communication with clients, hospitals, and insurance providers.
- Resolved account issues, discrepancies, and high-priority cases professionally.
- Monitored KPIs and ensured team compliance with procedures and deadlines.

Prior Authorization & Eligibility Specialist - Team Lead | Myteem | Beirut

2023-2024

- Processed prior authorizations and verified eligibility with high accuracy.
- Coordinated with hospitals and insurance providers to resolve cases efficiently.
- Ensured timely follow-ups to avoid delays in patient care.
- Supervised and mentored team members while monitoring productivity and KPIs.
- Handled escalations, quality checks, and staff onboarding.

Administration & Student Affairs Officer | AUL University

2022-2023

- Handled student registration, records, and academic documentation with high accuracy.
- Assisted students with admission requirements, course selection, and orientation.
- Coordinated communication between students, departments, and academic offices.
- Managed schedules, appointments, and daily administrative operations.
- Organized university events, workshops, and academic activities.
- Supported the student affairs office in resolving inquiries and providing guidance.

Restaurant & Kitchen Operations Manager| Conut Bakery

01/2020-2022

- Supervised daily kitchen and restaurant operations.
- Managed purchasing, stock control, and supplier communication.
- Recruited and trained new employees to meet operational standards.
- Ensured high-quality food preparation and hygiene compliance.
- Organized staff schedules and resolved operational issues.
- Oversaw customer service and maintained a positive dining experience.

Founder & Events Manager – Hospitality Club | AUL University**2018-2021**

- Founded and led the university's Hospitality Club, overseeing operations and team activities.
- Planned and executed university events, workshops, and training sessions.
- Managed event logistics including scheduling, venue setup, materials, and guest coordination.
- Coordinated with internal departments, academic teams, and student clubs.
- Supervised team members, assigned responsibilities, and managed event calendars.
- Ensured smooth event delivery from planning through completion

Cyclic Internship (Hotel Operations Rotation) | Mövenpick Hotel Beirut**06/2019-09/2019**

- Completed a cyclic internship across all major hotel departments, gaining hands-on operational experience.
- Rotated through Front Office, Housekeeping, Food & Beverage Service, Kitchen Operations, Sales & Marketing, Purchasing, and Administration.
- Supported F&B and kitchen teams in service coordination, hygiene standards, and workflow efficiency.
- Observed hotel management procedures, quality control standards, and inter-department coordination.
- Developed a comprehensive understanding of hotel operations, service excellence, and teamwork in a five-star hospitality environment.

Additional Experience

- Internship as Quality Control | La Reine Residential Hotel | Beirut (2022)
- Internship as a Sales Agent | Security Insurance | Sin El Fil (2022)
- Participated in HORECA 2019 as a chef for a Prunelle Junior Sandwich competition.
- Organized Hult Prize “Youth Unemployment” Event (2019)
- Internship as a Travel Agent | KAYSAS Thermal Cure & Tourism | Beirut (2019)
- Developed leadership and innovation capabilities within a project called “جيل” by Nawaya network with the association with UNICEF (2018)
- Contributor at a British Council Project: Citizenship through sustainable development (2018)

Education

AUL University | Beirut**2022**

MBA in Business Management

AUL University | Beirut**2020**

B.B.A. in Travel & Tourism

Skills & abilities

- Strong communication and customer service skills
- Effective team leadership and coordination
- Advanced administrative and organizational abilities
- Time management and multitasking under pressure
- Computer skills: Word, Excel, PowerPoint, data entry
- Fast learner with high adaptability