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📍 Beirut, Lebanon

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🌐 French - Lebanese

EDUCATION

Master degree in Business Administration

Lebanese International University,
Oct 2025 - Present

Bachelor's degree in Management Information System

Lebanese International University,
Oct 2020 - Jun 2023

Scientific Baccalaureate

Lycee Francais International Elite, 2019

SKILLS

Computer skills:

- Microsoft 365
- Power BI
- SQL
- Power Apps
- Azure DevOps

Professional skills:

- Stress resistance
- Multitasking
- Strong communication
- Teamwork
- Problem Solving

LANGUAGE

- French (fluent)
- English (fluent)
- Arabic (native)

ANAS SIDANI

Scrum Master

With over one year of experience as a Scrum Master, I guide IT teams in implementing Scrum to streamline processes, enhance productivity, and ensure the delivery of high-quality results.

EXPERIENCE

SCRUM MASTER

Contract

VNEXT Technologies

Dec 2023 - Nov 2024

- Guide Scrum teams through ceremonies (sprint planning, daily stand-ups, retrospectives).
- Educate team members and stakeholders on Agile principles and Scrum practices.
- Remove obstacles that hinder team progress and promotes team collaboration.
- Ensure the team adheres to Scrum processes and contributes to improving them.
- Communicate with stakeholders to align expectations and deliverables.

POWER PLATFORM

Internship

VNEXT Technologies

Sep 2023 - Oct 2023

- Power Apps: Develop and customize applications to solve business challenges and improve productivity.
- Power Automate: Design and automate workflows to optimize processes and enhance operational efficiency.
- Power BI: Analyze data and build interactive dashboards and reports to support data-driven decision-making.
- Collaboration: Partner with cross-functional teams to gather requirements and deliver user-centric solutions.

MICROSOFT DYNAMICS 365

Internship

Silio

Oct 2023 - Dec 2023

- Configure and customize Dynamics 365 applications to align with business needs.
- Assist in data migration and integration, ensuring accuracy and consistency across systems.
- Provide end-user support, troubleshooting issues, and guiding users on platform navigation.
- Develop user guides and training materials to enhance adoption of Dynamics 365 features.

CUSTOMER TECHNICAL SUPPORT

Internship

Terranet

Jul 2016 - Aug 2016

- Delivered multi-channel support (phone, email, chat) to resolve technical issues promptly, ensuring high customer satisfaction.
- Diagnosed and resolved software/hardware problems, providing clear step-by-step guidance to customers.
- Created and maintained a knowledge base with troubleshooting guides to improve resolution efficiency.
- Partnered with engineering teams to escalate and resolve complex technical issues efficiently.