

Joseph Awwad

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Professional Experience:

Insurance Advisor

May 2025 – Present

Bankers Assurance SAL

- Assess clients' financial situations and long-term goals to design and recommend tailored life insurance solutions, including term, whole, and universal policies.
- Effectively present and explain policy options, guiding clients through the decision-making and application process with clarity and professionalism.
- Build and maintain strong client relationships, ensuring ongoing support, policy renewals, and adjustments aligned with changing needs.
- Ensure all advisory practices and documentation are fully compliant with legal and regulatory requirements.
- Stay current on industry trends, regulatory updates, and product developments to provide informed, compliant advice and maintain service excellence.
- Proactively generate new business opportunities through networking, referrals, and cold outreach, contributing to sustained sales growth.

Refugee Information Unit Caseworker

March 2023 – March 2025

International Catholic Migration Commission (ICMC)

- Conduct preliminary interviews and assessments for refugees seeking resettlement, ensuring adherence to established guidelines and accurate eligibility evaluations.
- Prepare, maintain, and update comprehensive resettlement documentation and case records, ensuring accuracy and timely submissions for supervisory review and decision-making.
- Provide clear, accurate information to persons of concern (PoC) on resettlement policies, procedures, and case status, ensuring transparency and support throughout the process.
- Oversee case follow-up from submission to final decision, coordinating communication and logistical arrangements for travel and departure of accepted refugees.
- Offer technical support on the proGres database and CORTS systems, while assisting in the delivery of training sessions, workshops, and team capacity-building initiatives.

Protection Officer (PwSN Case Management)

March 2019 – Feb. 2023

Danish Refugee Council (DRC)

- Assessed and managed complex protection cases, identifying eligible individuals for resettlement and providing tailored counseling on available pathways.
- Maintained comprehensive case records and databases, ensuring timely reporting and accurate tracking of progress for supervisory review.
- Coordinated logistical arrangements for resettlement missions, liaising with authorities to facilitate safe and organized refugee departures.
- Ensured case management adhered to protection principles, applying an Age, Gender, and Diversity (AGD) lens throughout all interventions.

Protection Assistant

Jan. 2019 – Feb. 2019

Danish Refugee Council (DRC)

- Supported case management processes through accurate documentation, filing, and adherence to protection protocols.
- Assisted in implementing community-based protection interventions, including psychosocial support and awareness-raising sessions.
- Contributed to the development and review of tools and materials, ensuring alignment with protection standards and project objectives.

Community Development Center Assistant

April 2017 – Dec. 2018

Danish Refugee Council (DRC)

- Led community needs assessments and focus group discussions to inform program design and ensure responsiveness to local priorities.
- Coordinated and supported outreach activities with protection teams, including psychosocial support and awareness sessions.
- Managed daily operations of the community center, facilitating smooth collaboration with local authorities and partner organizations.

Monitoring And Evaluation Assistant

Sept. 2014 – Sept. 2016

International Rescue Committee (IRC)

- Carried out field-based M&E activities to assess program performance and ensure alignment with quality standards.
- Verified case data and evaluated intervention outcomes in collaboration with protection teams.
- Supported reporting efforts through accurate data collection, validation, and maintenance of beneficiary records.

Education:

Arts, Sciences & Technology University in Lebanon (AUL), Beirut, Lebanon

2015 – 2020

Bachelor of Science in Business Management and Administration

Official High School Kobayat, Kobayat, Lebanon

2002 – 2014

Lebanese Baccalaureate, Life Science

Languages, Computer Proficiency, & Other Skills:

- **Languages:** Arabic (Native), English (Fluent), French (Fluent)
- **Technical Skills:** Microsoft Office Suite (Word, Excel, PowerPoint); Case management and data entry systems
- **Soft Skills:** Empathy, cultural sensitivity, active listening, interpersonal communication, teamwork, adaptability, attention to detail, organizational skills, confidentiality, and sound judgment

Volunteerism & Civic Engagement:

- Danish Refugee Council (DRC) – Volunteer (*May 2014 – Aug. 2014*)
- Lebanese Red Cross – Volunteer (*3 years*)
- Scouts of Lebanon – NDP Kobayat (*6 years*)