

Therese SANNAN KHOUEIRY

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Professional Summary

Experienced investigator and case management professional with 15+ years in supervisory roles within national security and human resources. Strong expertise in managing sensitive cases, coordinating multi-disciplinary teams, ensuring compliance, and leading administrative functions. Currently pursuing clinical psychology to deepen knowledge in trauma and psychosocial support. Seeking to apply experience and growing clinical insight to a Protection Consultant role, supporting vulnerable populations, especially women and girls.

Professional Experience

1-Metlife: Life insurance consultant

June 2024 – till present

- Guide clients on life coverage based on psychological and financial needs.
- Build trust-based long-term client relationships through active listening and tailored advice.

2-Lebanese General Security – Title: First Qualified Inspector

February 2008-April 2023

- Supervised and managed sensitive immigration and labor law cases, including refugee screening.
- Referred complex legal and humanitarian cases to relevant ministries or legal bodies.
- Led investigations, including document fraud and legal non-compliance.
- Coordinated municipal and interagency responses to refugee populations.
- Oversaw and trained staff in procedures related to case documentation and legal follow-up.
- Developed and enforced SOPs for legal and social screening protocols.

3- JB Group Bassil polishing (Jal El Dib): Human Resources officer

June 2016 – July 2019

- Managed workforce planning, contracts, and onboarding procedures.
- Provided employee support and conflict resolution, aligning with labor law compliance.
- Coordinated technical training and supervised administrative documentation.

4- Hachem Superstore (Reyfoun): Retail Supervisor

September 2010 – October 2015

- Trained and supervised front-line staff.
- Ensured compliance with customer service standards and operational procedures.

Education

- **Lebanese University – Faculty of Letters and Human Sciences, Fanar** *Oct 2025 – Present*
Diploma in Clinical Psychology (Year 1) — In Progress
- **Practical Accounting Academy** *Feb 2024 – Mar 2024*
Certificate in Human Resources Management
- **Lebanese University – Faculty of Law, Jal El Dib** *Oct 2006 – Jun 2010*
Bachelor of Lebanese Law

Additional Experience and Achievements

Step Forward Program (McKinsey Academy): Leadership & Strategic Thinking
Workshop on Women, Peace & Security: Gender-based protection frameworks
Certificate in Accounting & Warehousing – Ministry of Vocational Education
Forgery Detection – Australian Embassy, Beirut
Youth Pastoral Group Leader – Community Mobilization and Support

Languages and IT Skills

- **Languages:** Arabic: Native **English:** Fluent **French:** Fluent **Italian:** Beginner (Level A2.2)
- **IT skills:** Proficient in MS Office application (Word, Power Point, Teams, Excel, Outlook).

Core leadership competencies

- Case Management Supervision
- Legal & Protection Referrals
- Psychosocial Support Coordination
- Gender-Sensitive Program Implementation
- Team Capacity Building & Training
- Documentation & Report Writing
- Compliance Monitoring
- Strategic Planning & Leadership
- Trauma-Informed Communication