

# Josiane Maalouly

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## Profile

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Dedicated legal professional with a strong background in client communication, document drafting, and case management. Experienced in supporting legal procedures, coordinating with stakeholders, and ensuring compliance with organizational policies. Demonstrates a deep commitment to confidentiality, safeguarding principles, and ethical practice in all interactions. Trilingual (Arabic, English, French) and proficient in Microsoft Office tools for data organization and reporting.

## Education

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**Lebanese University** — Master's Degree in Law

**Lebanese University** — Bachelor's Degree in Law

**École Sainte Famille** — Lebanese Baccalaureate (Sociology & Economics track)

## Legal & Compliance Experience

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**Caritas Lebanon** *Paralegal* March 2026 – Present

- Assisted refugees and vulnerable individuals with legal documentation and case follow-up related to legal residency, birth registration, marriage, divorce, and other civil status matters.
- Supported legal teams with case preparation, legal research, drafting official correspondence, and organizing supporting documentation.
- Conducted client intake interviews to clarify facts, collect required records, and ensure accurate case file preparation.
- Coordinated with government offices, attorneys, NGOs, and social workers to facilitate legal procedures and timely case progression.
- Delivered legal awareness sessions on residency regulations, civil documentation procedures, and access to legal services for refugee communities.
- Maintained confidential and well-structured records in compliance with legal, ethical, and organizational standards.
- Provided administrative and compliance support while ensuring professionalism, cultural sensitivity, and attention to detail.

*Key competencies:* Legal documentation, refugee assistance, legal residency procedures, awareness training, case management, confidentiality, stakeholder coordination, and client-centered support.

**Boulos Law Firm** *Legal Assistant* May 2020 – 2023

- Provided legal and administrative support in case preparation, document review, and correspondence drafting.
- Assisted in client intake, clarification of facts, and drafting case files with attention to confidentiality and accuracy.
- Coordinated with multiple stakeholders to ensure timely progress.
- Maintained structured filing systems for sensitive records in compliance with data protection standards.

*Key competencies:* Legal drafting, case management, confidentiality, ethical compliance, and client-centered service.

## Training & Certifications

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**LAMP (Médecins du Monde – France)** — Training of Trainers: “Improving Mental Health and Wellbeing of People in Lebanon”

*Enhanced understanding of confidentiality, ethical communication, and safeguarding of vulnerable populations.*

**Mercy Corps (funded by the European Union in Lebanon)** — Governance and Community Action Program (Bekaa)

*Developed awareness of community engagement, accountability, and inclusive governance practices.*

## Core Skills

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- Legal research, drafting, and document review; case file preparation and follow-up.
- Experience in client interaction, awareness sessions, and data reporting.
- Knowledge of safeguarding principles, ethical handling of information, and zero-tolerance compliance.
- Proficient in Microsoft Word, Excel, PowerPoint; capable of data entry, extraction, and organization.
- Strong organizational, prioritization, and communication skills under pressure.

## Languages

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- **Arabic:** Fluent / Native
- **English:** Fluent (verbal and written)
- **French:** Fluent

## References

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Available upon request.