

# **Arina Zhurakovskaia**

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## **Highlights of Qualifications**

- Developed public speaking and cultural sensitivity in communication by guiding culturally diverse clients through the programming school's offerings and responding to client inquiries.
- Acquired safety consciousness and case-coordination skills by designing age-and needs- appropriate summer camp activities for clients while ensuring their engagement and emotional well-being.
- Sharpened strong social responsibility and emotional intelligence when assisting the Canadian Mental Health Association in facilitating mental – health wellness sessions for youth aged 11 – 15.
- Demonstrated excellent attention to detail and crisis-intervention skills by managing escalating customer situations in a fast-paced restaurant.
- Native Russian speaker and fluent in English.

## **Education**

- Bachelor of Arts. Major: Psychology.  
University of Alberta, Camrose, AB.  
August 2025 – Present.
- Associate of Arts in Psychology.  
Douglas College, New Westminster, BC.  
January 2023 – June 2025.

## **Relevant Experience**

### **Customer Care Specialist.**

Algoritmika International programming school (Remote from Canada).  
June 2025 – Present.

- Presented program offerings to clients through phone and online consultations, evaluated client's suitability for particular courses, and developed individualized timetables.
- Consulted with clients about their academic performance and provided guidance on identified issues.
- Fostered a positive client experience and upheld satisfaction levels by addressing and resolving complex concerns about organizational services.
- Wrote over 80 posts for Instagram and Telegram on academic and programming topics.

### **Volunteer for Youth Vibe Program.**

Canadian Mental Health Association, Camrose, AB.  
October 2025 – December 2025.

- Assisted in organizing and leading weekly mental wellness sessions for youth aged 11 – 15.
- Supported VIBE clients by facilitating mental-health discussions and participating in CMHA home sessions using Cognitive Behavioral Therapy and behavioral assessment approaches.

**Volunteer Camp Counsellor Assistant.**

Algoritmika International programming school, franchise location: Russia, Primorsky Krai, Artyom.  
May 2023 – June 2023.

- Designed safe, developmentally appropriate activities for clients and responded to their inquiries.
- Delivered mental health and safety support services to school clients through behavioral assessments and interventions, including humanistic, play, and solution-focused therapies.

**Other Experience**

Busser	Minerva’s Restaurant, Vancouver, BC	October 2023 – May 2025
Member of Student Life Volunteer Team	Douglas College, New Westminster, BC	October 2024 – May 2025