

# 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 – May 2027

- Cultivated knowledge of the assessment, diagnosis, and treatment of major psychological disorders – including substance – use, anxiety, mood, and eating disorders – through Psychological Disorders course.
- Developed a strong understanding of personality theories, assessments, and personality disorders through Personality Psychology course.

### Associate of Arts in Psychology

Douglas College, New Westminster, BC

January 2023 – June 2025

- Gained a strong understanding of human – centered and ethnographic methods in research by examining culture and social context in everyday human behavior through coursework in Anthropology.
- Built awareness of code of conduct and ethical principles of psychologists through Research Methods in Psychology course.
- Transferred academic credits to the University of Alberta, entering the third year of Bachelor of Arts in Psychology program.

## 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 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, applying core design principles to social media content.
- Enhanced strong communication, active listening, problem-solving, and teamwork skills; gained technical proficiency in Figma, PowerPoint, and Blender.

### **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.
- Demonstrated initiative in communication and resilience in dynamic work environments; developed problem solving, and adaptability.

### **Restaurant Busser**

Minerva's Restaurant, Vancouver, BC

October 2023 – May 2025

- Maintained a clean, organized, and presentable dining environment.
- Communicated with customers to ensure service satisfaction and effectively addressed concerns when needed.
- Assisted servers with order coordination and management.
- Advanced time management, organization, prioritization, and attention to detail skills.

### **Volunteer Camp Counsellor Assistant**

Algoritnika 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.
- Sharpened receptiveness to feedback, a willingness to learn, and the ability to make decisions under ambiguity.

### **Other Experience**

Member of Student Life Volunteer Team

Douglas College, New Westminster, BC

October 2024 – May 2025