

Arina Zhurakovskaia

Camrose, AB | 236-833-6116 | arinazhurakovskaia2004@yahoo.com

Website: <https://www.arinazhurakovskaia.com>

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

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.
- 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