

Shivani Mistry

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Psychology & Wellbeing Professional

Psychology and wellbeing professional with academic training and applied experience in mental health support, psychoeducation, and community engagement. Skilled in crisis response, group facilitation, and wellbeing program delivery, with a strong grounding in trauma-informed and recovery-oriented practices. Passionate about reducing stigma, promoting proactive wellbeing, and supporting individuals across diverse cultural and social contexts. Graduate Member of the Psychological Society of Ireland (PSI) with experience spanning academic, voluntary, and organizational settings.

PROFESSIONAL EXPERIENCE

Volunteer- Crisis Hotline Counsellor (Virtual)

Text About It | Dublin, Ireland | Aug 2025- Present

- Provide confidential, text-based emotional support to individuals in distress, including those experiencing anxiety and suicidal ideation.
- Apply evidence-based interventions, active listening, and de-escalation strategies to support safety and wellbeing.
- Maintain accurate, GDPR-compliant records in line with safeguarding and clinical standards.

Retail Assistant

Hale Vaping | Dublin, Ireland | Dec 2024- Present

- Manage day-to-day retail operations including stocktaking, ordering new stock, and maintaining product displays.
- Provide friendly and informed customer service in a fast-paced environment.
- Ensure store organization, cleanliness, and compliance with safety and operational standards

Co-Founder & Mental Health Lead (Remote)

Citizen of Mind | Pune, India | Jun 2019- Present

- Co-founded a peer-led initiative focused on psychoeducation, promoting recovery, stigma reduction, and emotional wellbeing for youth and adults.
- Designed and facilitated psychoeducational workshops in schools and organizations, empowering 200+ participants.
- Co-produced multilingual mental health resources with clinicians and educators, ensuring accessibility and cultural inclusivity.
- Directed organizational operations including recruitment, budgeting, marketing, community engagement, and website development while authoring content.

Healthcare Support (Optical Assistant)

Specsavers | Dublin, Ireland | Aug 2023- Nov 2024

- Supported anxious, neurodivergent, and multilingual patients in a busy clinical setting with empathy and professionalism.
- Handled back-office duties including answering calls, scheduling appointments, managing emails, and maintaining records.
- Processed PRSI and medical form claims accurately while ensuring GDPR compliance.
- Assisted customers in choosing suitable frames and lens types, dispensing glasses, and coordinating collections for new eyewear.
- Collaborated with optometrists and clinical staff to ensure smooth patient flow and high-quality care.

HR Generalist

QTrainers | Mumbai, India | Aug 2021- Dec 2022

- Led end-to-end recruitment including sourcing, interviewing, and onboarding across multiple departments.
- Delivered employee coaching and training sessions focused on performance, communication, and professional growth.
- Supported the design and rollout of workplace wellbeing programs that promoted engagement and resilience.
- Collaborated with management to strengthen organizational culture and staff retention.
- Maintained HR records, payroll data, and compliance with internal policies and employment regulations.

EDUCATION

Masters of Science in Psychology & Wellbeing | Dublin City University | 2022- 2023

Bachelor of Arts in Psychology | Modern College of Arts, Science & Commerce | 2018- 2021

CERTIFICATIONS & LISCENCE

Graduate Member (Psychological Society of Ireland)

Counselling Practitioner (The Academy of Modern Applied Psychology)

Diploma in Psychology: Anxiety & Panic Attack (International Association of Therapists)

An Introduction to Children First (HSE & TUSLA)

LGBTQ+ Awareness & Inclusion Training (HSELand)

SKILLS & TOOLS

Wellbeing Coaching & Psychoeducation | Crisis Intervention & De-escalation | Trauma-informed Approach | Recovery-focused Support | Group Facilitation | Training Delivery | Peer Support | Community Engagement | Cross-Cultural Communication | GDPR Compliance | Program Development | HRIS | Microsoft Office Suite | Goggle Workspace