

Myroslava Zhuk

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SKILLS

- Fluent in Polish, Ukrainian, Russian; good level of English
- Written and verbal communication skills
- AI prompt engineering and prompt generation
- AI output evaluation and quality control
- Workflow analysis and automation (n8n, CRM automation)
- Multilingual proofreading (EN, PL, UA, RU)
- Problem solving
- Multitasking
- Ability to work under pressure
- Highly organized
- Familiarity with Microsoft Office
- Advanced computer user
- Hotel programs
- CRM
- Insurance audits
- Claims handling
- P&C licensed

PROFESSIONAL EXPERIENCE

Hotel Pascal Paoli

Receptionist | May 2018 – Aug 2018

Phone reservations, answering phone calls, welcoming guests and solving their problems, customer service, calendar management.

AHT Property Agency

Property agent | Dec 2020 – Jul 2021

Follow-up with potential clients, filing documents, coordinating schedules, property listing optimization.

OTTO Work Force

Recruiter | Aug 2021 – Feb 2022

Assessing candidates, screening resumes, onboarding new hires, performing interviews.

OTTO Work Force

Recruiter | Feb 2022 – Jun 2022

Assessing candidates, screening resumes, onboarding new hires, performing interviews.

ApartPark Baltic Home

Receptionist | Sep 2022 – Mar 2023

Phone reservations, answering phone calls, welcoming guests and solving their problems, customer service, calendar management.

Country Financial

May 2024 – September 2024

Quotes, problem solving, payments.

State Farm

Licensed Insurance Agent | September 2024 – December 2025

Quotes, problem solving, payments, audits.

Outlier AI (Self-employed, Remote)

Automation Quality Analyst | Sep 2025 – Present

Generated and refined prompts for AI training; evaluated and compared AI-generated outputs for quality and accuracy; trained the model on marketing topics leveraging my Master's background in marketing; proofread and reviewed AI-generated text across four languages (English, Polish, Ukrainian, Russian); analyzed workflows and decision logic used in automation.

Upwork (Self-employed, Remote)

Automation Specialist | Jan 2026 – Present

CRM automation, n8n workflows, and related automation tooling.

AMSURE Co. (Remote)

Feb 2026 – Present

Remote role in insurance operations, leveraging licensed insurance experience.

EDUCATION

Academy of Hotel Management and Catering Industry, Poznań, Poland

Oct 2017 – Jul 2020

Graduated with Bachelor's degree.

Academy of Hotel Management and Catering Industry, Poznań, Poland

Sep 2020 – Jul 2022

Graduated with Master's degree (Hotel Management with Marketing specialization).

COURSES & LICENSES

P&C Insurance License – Illinois

Licensed Property & Casualty Insurance Producer, State of Illinois.

Strategies for Effective Communication

winoujcie, Poland