

Kara Michelle Ussery

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Professional Summary

Graduate student specializing in technical writing with strong skills in writing, editing, and AI. Known for making complex concepts accessible through rapid learning, diligent research, and insightful analysis. Demonstrates strong leadership and customer service abilities, complemented by a track record of academic excellence and a reputation for creativity and strong interpersonal skills.

Education

B. A. Clayton State University

December 2018 · Liberal Studies Major, English Literature Minor

- GPA of 3.83
- Graduated Magna Cum Laude

M. A. Middle Georgia State University

Exp August 2025 · Technical and Professional Writing Major

- GPA of 4.00

Experience

Georgia Institute of Technology | Atlanta, Georgia

Technical Writing Intern with OTL · *March 2024 – Present*

Enhanced decision-making with market research, integrated AI tools for efficient marketing, assisted in managing social media platforms to promote office activities, simplified technical invention disclosures for accessibility, and collaborated with faculty and inventors on document editing and finalization.

GEICO | Macon, Georgia

Underwriter II · *July 2021 – Present*

Analyzed applicant data to assess risk and set premiums, reviewed and optimized insurance proposals, managed high workload independently, evaluated client backgrounds, obtained customer information, conducted risk analysis using specialized systems, and applied technical knowledge effectively.

GEICO | Macon, Georgia

Customer Service Representative · July 2020 – July 2021

Utilized insurance expertise to manage high call volumes in a fast-paced setting, delivered excellent customer interactions, resolved complex business issues and multi-step customer concerns, facilitated conflict resolution, and applied extensive technical and procedural knowledge.

Xanterra Travel Company | Yellowstone National Park, Wyoming

Assistant Housing Manager · April 2019 – October 2019

Managed and supervised a small team, conducted weekly safety and sustainability presentations, collaborated with HR and Housing management to maintain seven employee dormitories, assigned new employees housing, organized community events to foster resident connection and ownership, provided employee feedback and disciplinary actions, maintained detailed resident and incident records, and enforced closing checkout procedures.

Atlanta Bookshelves | Jonesboro, Georgia

Office Manager · February 2018 – April 2019

Assisted customers in design process, managed supply inventory and vendor communication, supervised shop space for OSHA compliance, maintained calendar for customers and personnel, created contracts and invoices using Dropbox and Microsoft Word, processed payments, conducted site measurements for estimates, and cultivated customer relationships to drive sales

Wellstar Health Systems | Griffin, Georgia

Advanced Emergency Medical Technician · January 2017 – January 2018

Responded to medical emergencies; provided patient care, support, and evaluation in a pre-hospital setting. Assessed patients, gathered detailed emergency information using strong communication skills, administered appropriate emergency care and treatment, ensured compliance with medical privacy laws, and prepared detailed patient care reports

Walt Disney Company | Buena Vista, Florida

Attractions Hostess and Customer Service · April 2014 – January 2015

Recommended area activities to guests, offered clear directions, addressed operational inquiries, managed guest flow at attractions, conducted safety presentations, supervised equipment use, and provided enthusiastic guest interactions.

Achievements and Skills

- Featured in [Finding Greatness](#) Segment with MGA (May 2024)
- Honored as Most Outstanding Student in Graduating Class of Degree Program (December 2018)
- Experienced in: AI | Sofia | Microsoft Suite | Canva | Adobe | monday.com | D2L