

Alisa Lockett

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alisalockettdesign.com

Work Experience

Charter Communications Customer Service Representative

national telecommunications company | dec 2025–present | cincinnati, ohio
Utilized expertise on Spectrum products and services to provide efficient resolution and create positive experiences for all customers. Responded to customer inquiries related to billing, service outages and more by using company tools, resources, and subject matter expertise to troubleshoot and resolve billing issues. Collaborating with management on customer issue escalations and career coaching.

World Market Sales Associate

national specialty retailer | july 2025–nov 2025 | cincinnati, ohio
Providing fast and efficient customer service to create fun and memorable shopping experiences for all customers. Utilizing knowledge of World Market's eclectic products and Reward's program to help shoppers find their perfect item. Working with the WM sales team to maintain merchandising, pricing, and sales floor replenishment standards. Check out customer in store and buy online pick up in store purchases.

Procter & Gamble Surface Care Co-Op

multinational consumer goods corporation | sept 2023–dec 2023 | cincinnati, ohio
Researched and developed primary and secondary packaging, advertisements, pitch decks, and social media content. Conducted consumer interviews on upcoming Swiffer products and provided stimuli to facilitate consumer learnings. Provided brand expression support for Mr. Clean and Swiffer brands. Designed packaging for Home Care and Club needs. Partnered on design sprints with various departments to gather consumer insights. Researched how AI could be leveraged in the design process.

Curiosity Advertising Graphic Design Co-Op

full service advertising agency | jan 2023–apr 2023 | cincinnati, ohio
Rebranded Curio, Curiosity's in-house content studio, created a logo that captured its boldness, speed, and versatility. Worked within a team to design Curiosity merchandise and apparel. Designed in-house signage and social media content. Developed thought leadership graphics to be used across multiple social media platforms. Created engaging videos advertising Sunset Grown produce and Holland America Cruiseline history.

Cincinnati Art Museum Graphic Design Co-Op

non-profit art museum | june 2022–aug 2022 | cincinnati, ohio
Designed and produced environmental graphics for CAM exhibitions, ensuring that all signage stayed in compliance with accessibility standards. Pitched unique concepts for exhibition visual identity and additional collateral. Utilized typography and publication design skills to edit the museum member magazine. Designed museum merchandise, print materials, and presentation decks with the CAM design team.

Wave Pool Gallery Graphic Designer

community art gallery | jan 2021–dec 2022 | cincinnati, ohio
Designed an interactive field guide to help readers heal from their trauma in collaboration with Broken Into Beautiful, a local women's empowerment group. Created engaging social media content across multiple platforms and promotional materials for varying exhibitions. Provided attentive customer service in the gallery gift shop. Utilized UX/UI skills to enhance the Wave Pool website.

Education

University of Cincinnati

College of Design, Architecture, Art, and Planning
Bachelor's of Science in Communication Design
Cincinnati, Ohio | 2018–2024

Skills

Adobe Illustrator | Indesign | After Effects | Premiere
Photoshop | Figma | Branding | Customer Service
Consumer Research | Digital Marketing | Photography
Web Design | Strategy | Leadership | Advertising

Honors & Activities

Black DAAP Collective

Volunteer & Organizer
black student empowerment group
spring 2022–spring 2024 | cincinnati, ohio

Coyne Family Foundation

Scholarship Recipient
daap design scholarship
spring 2022 | cincinnati, ohio

Peers Helping Peers

Volunteer & Social Media Captain
campus student support group
fall 2019–spring 2021 | cincinnati, ohio

UC Dean's List

Academic Award Recipient
university of cincinnati academic award
fall 2018–spring 2024 | cincinnati, ohio

Cincinnatus Century Scholar

Scholarship Recipient
cincinnati public school scholarship
fall 2018–summer 2023 | cincinnati, ohio

Martin Luther King Jr. Scholar

Scholarship Recipient
cincinnati fire department scholarship
fall 2018 | cincinnati, ohio

Spectrum▶

Charter
COMMUNICATIONS

WORLD MARKET

Curiosity

P&G

Mr.
Clean

cincinnati ✿ art museum

WAVE
POOL