

VICTORIA WILCOX

Enthusiastic and passionate professional with 5+ years of experience, eager to continue growing in leadership roles that focus on customer engagement, strategic marketing, and exceptional service. In my next role, I aim to further refine my administrative and management skills while leveraging my industry experience to contribute to a dynamic and collaborative team. I thrive in environments that prioritize customer care and employee development, and I am excited to create transformative strategies that enhance brand value and deliver meaningful experiences for both customers and team members. Ultimately, I aim to contribute to the growth of the organization while staying at the forefront of market trends and innovations.



CONTACT

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- 615-474-5040
- Nashville, TN

SKILLS & APPLICABLE TRAITS

- Highly self-motivated, hardworking, and goal driven team player
- Willingness to always learn and improve; receive constructive criticism positively
- Hardworking, and goal driven team player
- Passionate and knowledgeable about all cosmetic surgical and nonsurgical procedures
- Operates with the highest level of ethics, integrity, and confidentiality
- Content Creation: Copywriting, blogging, video content production, and graphic design
- Proficient in social media management: Facebook, Instagram, LinkedIn, TikTok, and familiar with media scheduling tools
- Proficient in digital marketing: content specific marketing and paid social media campaigns

EDUCATION

- Volunteer State Community College - 2018
Associates Degree in Marketing
- Station Camp High School - 2015 *early graduate*

EXPERIENCE

○ Amaka Aesthetics, Dr. Amaka Nwubah, MD

March 2023 – Current

- Joined Dr. Amaka in pursuit of a private practice dream, taking on various roles that demanded strong organizational and communication skills while also helping to build our staffing team.
- Conducted daily administrative tasks, including but not limited to calling patients, addressing inquiries, answering phones, and managing communication with patients through phone, email, and text, while ensuring proper follow-up tasks are set.
- Ensured optimal coordination for new patients and promoting a positive image of Amaka Aesthetics through exceptional communication and customer service, supporting patients and their families for an ideal experience.
- Track and report weekly, monthly, and quarterly metrics on inquiries, consults, and consults leading to surgeries.
- Create, manage, and oversee content for social media platforms.
- Coordinate events, including an open house with 300 attendees.
- Ordered supplies for all surgeries and managed inventory effectively.

○ Maxwell Aesthetics/NPSI Patient Care / Front Desk Coordinator

February 2019 – March 2023

- Welcomed patients, checked them in and out, and provided exceptional service.
- Answered and directed calls; handled patient inquiries daily by phone and email communication as they are received.
- Tracked and reported weekly, monthly, and quarterly the number of inquiries, inquiries to consults, and consults to surgery.
- Oversaw and managed social media content creation.
- Scheduled appointments and surgery for two surgeons and one nurse practitioner injector.

- Helped organize a variety of office events, both on-site and off-site.
- Ensured the reception area is clean and presentable, managing incoming mail, and overseeing office security.
- Handled product sales and managed inventory.

○ **Howell Allen Clinic, Ascension St. Thomas**

September 2018 - February 2019

- Greeted patients, managed their check-in and check-out processes, and delivered outstanding service.
- Managed patient documentation, verified insurance, and confirmed demographic information.
- Answered and directed calls; handled patient inquiries daily by phone and email communication as they are received.
- Collecting payments from patient.