

Kirstie Joseph

Technically proficient and detail-oriented professional with military discipline and a strong administrative background. Skilled in problem-solving, organization, and delivering high-level customer service in dynamic environments. Known for maintaining structure, efficiency, and professionalism under pressure while supporting operational and client-facing needs with precision and reliability.

Norfolk, VA
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EXPERIENCE

Cornerstone Private Practice | Norfolk, VA

Patient Care Coordinator | 03/2026 - Present

- Managed patient scheduling, intake, and front-office operations while maintaining accurate electronic health records and documentation
- Coordinated communication between patients, providers, and staff to support efficient workflows and timely issue resolution
- Maintained confidential patient information and records in compliance with privacy and documentation standards
- Supported administrative processes, data tracking, reporting, and office systems in a fast-paced healthcare environment

Tidewater Community College | Norfolk, VA

Academic Administrative Assistant | 02/2023 - 05/2025

- Kept the office file system highly organized and quickly retrieved needed records.
- Reviewed files, records, and other documents to obtain information to respond to requests.
- Boosted team efficiency with expert handling of all administrative support needs.
- Provided clerical support services to staff.
- Helped the department stay on top of student and faculty needs with skilled clerical support.
- Wrote and sent contracts, finalizing paperwork on behalf of staff.
- Skilled in managing phone calls and proficient with various phone systems, ensuring efficient and professional communication with students and colleagues.

U.S. Navy | Operational Specialist | 07/2017 - 02/2021

- Performed mission operations under strict procedural and security frameworks, requiring rapid analysis and accurate decision-making
- Documented operational logs and system reports with precision to support inspections and readiness audits
- Identified irregularities, followed escalation protocols, and reported potential risks through command channels
- Trained personnel on procedural compliance, operational discipline, and incident response protocols

TECHNICAL SKILLS

Tools: Microsoft Office Suite, Google Workspace, Adobe Acrobat, Excel

Systems: Windows, macOS, basic UNIX/Linux familiarity, Electronic Health Records (EHR)

Practice Management Software

Development & Analysis:

GitHub, IntelliJ, PyCharm, log analysis, technical documentation

Languages: Python, Java

EDUCATION

Old Dominion University

Norfolk, VA

Bachelors of Science | Cybersecurity

Estimated Completion: May 2027

Tidewater Community College

Norfolk, VA

Associates of Science | Computer

Science | Magna Cum Laude | GPA

3.6 | May 2025

OTHER

Troubleshooting, File & Document Management, Cloud Storage (Google Drive, Microsoft OneDrive), Basic Networking, Virtual Collaboration Tools, Data Entry, Reporting, Record Maintenance, Risk Analysis, Data Governance

