

CHINDA TRATE

CONTACT



+1 978 495 6680



chindatrate@me.com



8 Aberdeen Street

EDUCATION

BACHELOR OF SCIENCE IN MANAGEMENT

University of Massachusetts Lowell
Expected graduation date Dec 2023

CODING BOOTCAMP

University of New Hampshire
Expected certificate June 2022

ASSOCIATE OF SCIENCE IN ACCOUNTING

Fisher College
2006 - 2008

SKILLS

PROFESSIONAL

Detailed Oriented

Problem Solving

Proactive

Results Driven

Attention to Detail

Creative

WORK EXPERIENCE

SENIOR MARKETING OPERATIONS COORDINATOR

Dechert LLP | 2019 - Present

- Design advanced reports for end user; contribute to the development of training materials
- Work with the marketing department, IT, vendors and other relevant parties to drive project initiatives from inception phase, functional requirements, testing and end-user documentation
- Collaborate with IT on the design, maintenance and development of new functionality
- Perform analytics on CRM data for various business development reporting needs
- Work to integrate CRM data with other business development tools
- Develop existing policies and procedures for maximum efficiency
- Team with Chief Marketing Officers and Marketing Directors to manage department budget
- Facilitate the scheduling of meetings and trainings for new marketing hires and delivery of welcome materials

PERSONAL CARE ATTENDANT

Stavros | 2020 - Present

- Assist with administration of client care, including bathing, dressing, grooming, feeding and medication
- Provide thorough and timely reports of all aspects of client care

MARKETING OPERATIONS COORDINATOR

Dechert LLP | 2017 - 2019

- Led system-related training efforts and communicate value proposition to lawyer and staff audiences
- Led routine system audits; liaised with IT on user problems and recommended changes; edited and managed written content when necessary; troubleshooted user problems and provided how-to guidance
- Ensured ongoing data quality through analysis and validation
- Developed training materials, FAQs, QRGs, Tool Tips, and related documentation

MARKETING OPERATIONS ASSISTANT

Dechert LLP | 2015 - 2017

- Served as the first point of contact for lawyers and administrative staff for inquiries and troubleshooting
- Maintained data quality of Opportunities information
- Maintained firm's client/matter industry data and company profiles
- Liaised with lawyers and business development to collect additional information
- Promoted and supported use of the experience application to lawyers and staff
- Provided support, training and troubleshooting to lawyers, business development and secretaries for the firmwide use of marketing technology

C H I N D A T R A T E

WORK EXPERIENCE CONTINUED

SKILLS

TECHNICAL

Lexis Nexis Interaction

Microsoft Word

Microsoft Excel

Microsoft Powerpoint

HTML 5

CSS

Javascript/jQuery

Node.js

RECEPTIONIST

DTI | 2013 - 2015

- Full time receptionist for Dechert LLP
- Assisted Marketing Operations Team with data quality projects to further the development of the firm's development tools; DechertEXP and DechertCRM including Opportunities Module
- Assessed, ranked the depth of and recorded relationships in DechertCRM to streamline the end-user experience
- Created dynamic, lawyer facing reports using the data in both DechertCRM and Opportunities Module
- Participated in client and matter industry classification for the firm's experience application and time and billing system
- Facilitated internal and external communication
- Received and accommodated clients and responded to their requests
- Scheduled meetings, reserved conference rooms and equipment and ordered food
- Organized and coordinated building maintenance
- Assisted World Compass Specialist by maintaining any new information provided from local counsel and updating it on the World Compass website (<http://worldcompass.dechert.com/>), a marketing and distribution solution for Global Investment Firm
- Assisted Regional Office Manager with various projects, such as, contacting local fine dining restaurants and creating a spreadsheet document of places to hold future events
- Performed other duties as necessary to support the efficient operations of the office and the firm

VISUAL MERCHANDISING

Apple, Inc. | 2012 - 2013

- Supervised the in-store merchandising team to ensure that all brand standards and merchandising efforts are executed properly
- Educated store staff on all aspects of visual standards to ensure full understanding of company direction
- Provided feedback to store leadership and corporate teams regarding merchandising opportunities
- Managed inventory of merchandising supplies and fixtures
- Ensured the store was a neat, clean and safe environment for all employees and customers.
- Utilized feedback from store leadership to take immediate action on operational opportunities within the store

BACK OF HOUSE SPECIALIST

Apple, Inc. | 2009 - 2013

- Performed receiving, counting and returning tasks according to company policies and procedures
- Identified and escalated inventory and loss prevention opportunities within the store
- Delivered purchases to customers on the sales floor in a timely fashion
- Ensured that merchandise is stocked on the sales floor per company guidelines; reviewed replenishment and in-transit reports to plan product placement substitutions
- Assisted customers with sales while maintaining a high level of customer service