

EYA AMAMRIA

Business & Project Coordinator | Marketing, CRM & Stakeholder Support
Riga, Latvia | Open to relocation across Europe | +371 26633163 | eyaamamria@gmail.com

PROFILE

Early-career MBA graduate with hands-on experience in business coordination, marketing communications, CRM/data quality, client communication, and national/international event support. Able to turn objectives into structured workflows, outreach plans, content calendars, reporting dashboards, and stakeholder updates. Known for reliable execution, curiosity, and a growth mindset in multicultural, project-driven environments.

SELECTED IMPACT

Growth & visibility: +150% audience reach and +50% follower/engagement growth through international communications support.
CRM & data quality: >98% accuracy across multi-market healthcare records, supporting cleaner CRM workflows and reporting readiness.

Events & stakeholders: 20+ national/international events supported across JMI, Orient-US, and Tunisia88, with partner and vendor coordination.

Client communication: 50+ daily client/customer contacts in fast-paced service environments, supporting issue resolution and service quality.

CORE SKILLS & TOOLS

Coordination & Operations: project coordination, timeline follow-up, reporting, workflow structuring, process improvement, cross-functional support

Commercial & Client Support: stakeholder communication, partnership outreach, account support, follow-up structure, customer communication, issue resolution

Marketing & Communication: campaign coordination, content calendars, social media strategy, copywriting, brand storytelling, internal communications

Tools Used: Excel, Google Sheets, Veeva Network, Monday.com, Mailchimp, Hootsuite, WordPress, Meta Business Suite, Canva, Figma, Trello, Notion, Google Workspace, Microsoft Office, Python

Quick Ramp-Up: HubSpot, Salesforce, Pipedrive, Apollo, LinkedIn Sales Navigator, Asana, ClickUp

EXPERIENCE

JMI - Programs & Communications Assistant | *Brussels, Belgium* | 09/2025 - 12/2025

- Supported Jeunesses Musicales International communications and digital promotion for 3 international initiatives/events, contributing to +150% YoY audience reach and +50% follower/engagement growth.
- Created 2026 content frameworks, partner cooperation structures, and workflow guidelines to support clearer planning, execution, and brand consistency.
- Coordinated partner updates, content calendars, Mailchimp/Hootsuite/WordPress publishing, and on-site communication across parallel projects.

Veeva Network - Data Steward (Freelance) | *Remote* | 07/2024 - 06/2025

- Maintained >98% accuracy while verifying and standardizing multi-market HCP/HCO records in Veeva Network for healthcare CRM data quality.
- Resolved data discrepancies with cross-functional teams, improving database reliability, reporting readiness, and workflow consistency.

Orient-US - Project & Marketing Manager (Internship) | *Tunisia* | 11/2023 - 12/2023

- Coordinated campaign timelines, team follow-up, reporting dashboards, and 50+ outreach email templates for client/partner communication.
- Supported vendor communication and logistics for 2 national events; increased follower engagement by 30% in one month through targeted digital content.

Transcom Worldwide - Customer Service Representative | *Tunisia* | 08/2021 - 08/2023

- Handled 50+ daily B2C/B2B customer interactions, supporting issue resolution, service quality, and customer satisfaction across fast-paced accounts.

Tunisia88 Alumni - Team Coordinator & Leadership Trainer | *Tunisia* | 01/2019 - 06/2023

- Planned and supported national/international youth-leadership events, averaging 5+ events per year, while coordinating cross-regional teams and partner communication.
- Delivered 10+ leadership workshops for 200+ participants and presented progress to ambassadors, education representatives, and partner organizations.

EDUCATION & CREDENTIALS

Education: MBA, EKA University of Applied Sciences, Latvia, 02/2026, Top 10% | **BSc Business English**, University of Tunis, 06/2021

Languages: Arabic native | English C2 | French C1 | Italian A2 | Dutch A2

Certifications: Digital Marketing, Digital Audience Growth, CRM, B2B Marketing, Leadership Training, Training of Trainers

Research: Digital transformation and business models in cultural and creative industries, ICAEB 2025, Paris