

# Nicholas Maticka

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## SUMMARY

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Recent Clemson University *cum laude* graduate with six years of experience in customer-facing roles, seeking to utilize my Spanish fluency and business acumen to help organizations solve problems, elevate communications, and foster genuine relationships between customers and team members. Extremely adaptable, accustomed to fast-paced environments, and eager to learn and collaborate to exceed expectations and produce high-quality results.

## EDUCATION & CERTIFICATIONS

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### Bachelor of Arts, Language and International Business

Aug. 2021 – May 2025

Clemson University

Clemson, SC

- **Focus in Spanish language and culture;** studied abroad in Spain at the University of Santiago de Compostela.
- **GPA: 3.8/4.0;** *Cum Laude*; Phi Beta Kappa Honor Society
- **Awards:** President's List (Fall 2022/2023/2024, Spring 2024); Dean's List (Spring 2022/2023/2025)
- **Clubs:** Spanish Professional Society; ¡Hablemos! Spanish Language and Culture Club
- **Relevant Coursework:** International Business Management, Marketing, and Economics; Spanish for International Business; Intermediate and Advanced Spanish; Accounting; Business Calculus; Managerial Economics; Business Writing
- **Certifications:** Functional Fluency: English and Spanish, *Global Seal of Biliteracy* (May 2025); Digital Advertising, *HubSpot Academy* (Apr. 2025); Search Engine Optimization (SEO), *HubSpot Academy* (Apr. 2025)

## WORK EXPERIENCE

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### Server

Mar. 2023 – Apr. 2025

SunnySide Cafe

Clemson, SC

- High-performing team member within a fast-paced, high-energy environment.
- Utilized multitasking and time management skills to continuously improve speed, efficiency, and quality of service, ensuring an outstanding customer experience for each guest.
- Connected with customers through personalized recommendations, while maintaining an approachable and genuine, yet highly attentive attitude.
- Worked closely alongside team members to create an environment that prioritized effective teamwork and collaboration, while mentoring and providing support whenever possible.
- Formed relationships with repeat customers, establishing a reputation centered on dependability and going the extra mile to align with the restaurant's family-owned, community-centered brand.

### Hospitality Intern

Nov. 2024 – Dec. 2024

Hotel Palacio del Carmen, Autograph Collection

Santiago de Compostela, Spain

- Quickly adapted and integrated into an unfamiliar and foreign environment, where Spanish was required to effectively communicate with fellow team members and guests.
- Demonstrated strong cultural awareness and empathy with an eagerness to learn and challenge myself at every opportunity.
- Took on a wide range of responsibilities that utilized and improved my knowledge of both colloquial and professional Spanish language as well as my English/Spanish translation abilities.
- Served as a brand ambassador for the five-star hotel and aspired to create the optimal experience for every guest, while exemplifying the brand's commitment to luxury and novelty.

### Server

May 2024 – Aug. 2024

La Cuisine du Chevalier

Summerville, SC

- Created an elevated dining experience in an intimate yet refined environment, providing a high level of service to customers.
- Quickly acquired extensive knowledge about the wide variety of French wine and cuisine offered by the restaurant, utilizing this knowledge to connect with customers and maintain the restaurant's brand image as one of excellency and high quality.
- Implemented changes such as changing the background music to more accurately reflect the restaurant's brand.
- Thrived among a smaller, more tightly knit group of employees, where independence and self-sufficiency was imperative.

**Barista****Aug. 2020 – Feb. 2023***Starbucks**Multiple Locations*

- Mastered every role of the café, demonstrating excellent adaptability and initiative.
- Rapidly learned and memorized the recipes for a wide variety of drink items.
- Served as a dependable, responsible, and hard-working team member in an environment where collaboration was key.
- Ensured a high standard of quality for all drinks prepared, while maintaining maximum efficiency in a fast-paced, high-pressure environment.
- Made customer connections at every available opportunity, exemplifying Starbucks's brand image as a welcoming, communal space.

**Server****May 2022 – Aug. 2022***Low Country Fish Camp**Summerville, SC*

- First experience in the restaurant industry, at an outdoor, laid-back, casual dining environment.
- Gained valuable time management, collaborative, and customer service skills.

**Cashier****Feb. 2019 – Mar. 2020***Harris Teeter**Mount Pleasant, SC*

- Introduction to customer service, with an emphasis on efficiency and a strong work ethic.
- Established a standard of constant self-improvement and accountability which would continue in every job thereafter.

**SKILLS & VOLUNTEERISM**

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- **Skills:** Spanish Fluency; Problem-Solving; Collaboration; Communication; Critical Thinking; Relationship Building; Conflict Resolution; Adaptability; Continuous Improvement; Time Management; Customer Service; Attention to Detail; MS Office; Marketing; Video Editing
- **Volunteerism:** Cocina Económica de Santiago (Sep. 2024 – Dec. 2024); East Cooper Habitat for Humanity (Nov. 2019 – Jan. 2020); FISH Community Food Bank (Mar. 2018 – May 2018)