

MATIAS ANDRÉS RETAMAL WORTMAN

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ABOUT ME

I am a service-oriented professional with a strong passion for working with people. My interest in the international world drives my enthusiasm for embracing diversity and connecting with individuals from different cultures. I am fluent in English and Spanish, which allows me to communicate effectively and provide exceptional service in multicultural environments. With a natural talent for active listening and empathy, I excel at understanding and responding to the needs of others. I enjoy working in fast-paced, customer-focused roles where I can use my skills and energy to make a positive impact

SKILLS

Active Listening - Problem Solving - Multitasking - Empathy - Time Management -Patience

EXPERIENCE

01/2023- 03/2023 & 12/2023 -CURRENT DATE | WAITER| “MADD GOAT COFFE” | PUCON, CHILE

My role as a waiter involves multitasking, including taking orders, serving food and beverages, managing the cashier station, handling transactions accurately, maintaining cleanliness throughout the establishment, and assisting with stock management. I thrive in fast-paced settings, ensuring customer satisfaction while contributing to the smooth operation of daily tasks.

09/2024-11/2024 | PROFESIONAL INTERNSHIP | MIGRATION POLICY UNIT - CHILEAN NATIONAL MIGRATION SERVICE | SANTIAGO, CHILE

My role involved conducting research and systematizing policies on integration and migration governance, analyzing measures implemented in various countries to support the design of public policies. Additionally, I collaborated on unit tasks, including drafting reports, attending meetings, and assisting with administrative activities.

2022- 2024 | MONITOR | PLANETARIUM CHILE | SANTIAGO, CHILE

My role at the Planetarium involved providing visitor guidance, assisting with event coordination, and ensuring a positive guest experience. I was responsible for ticket sales and entry and guest management, supporting the team during educational and cultural activities. Additionally, I conducted family- and children-oriented courses for groups or delegations, covering various topics.

12/2019 - 03/2020 | ASISTANT | ADVENTURE TURISM AGENCY “SUMMIT CHILE”| PUCON, CHILE

I provided customer service by offering detailed information about tours and outdoor activities, ensuring a memorable experience for guests. I coordinated tours, managed logistics such as transportation and guides, and maintained equipment in top condition. Additionally, I assisted with administrative tasks and contributed to the smooth operation of daily activities

01/2019 - 02/2019 | CASHIER AND SELLER | ICE CREAM SHOP “PUDÚ” | PUCON, CHILE

My role at the ice cream shop involved serving customers, managing the cashier, and handling transactions accurately. In addition to customer service, I assisted with various tasks, contributing to the smooth operation of daily activities and ensuring an efficient workflow."

01/2018 - 02/2018 | ASISTANT | ADVENTURE TOURISM AGENCY “KAYAKCHILE” | PUCON, CHILE

My role at the kayaking and river adventure tourism agency involved attending to customers, providing information, and ensuring a great experience for all guests. I was responsible for cleaning and organizing equipment, arranging tours, and coordinating transportation and guides.

EDUCATION

BACHELOR’S DEGREE (TÍTULO PROFESIONAL) IN PUBLIC ADMINISTRATION

University of Santiago, Chile
Graduation: December 2024
Equivalent to a bachelor’s degree in Public Administration (5-year program)

LANGUAGE

ENGLISH & SPANISH - Native Speaker