

Liam Cotton

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I am studying towards a Bachelor of Engineering with Honors, majoring in Software Engineering at University of Canterbury. I have a good background in people skills, working many different customer facing roles in different industries. I have also completed a Certificate in Business while I was working full-time, building up my leadership, teamwork, and communication skills. I am a motivated and adaptable worker, and I always strive to put my best foot forward.

Experience

Part-Time Team Member – Mitre 10 Mega, Palmerston North

Apr 2025 – Dec 2025

- Assisted customers with product selection, DIY advice, and general enquiries in Outdoors Gardens and Hardware departments.
- Maintained clean, organised shelves and assured all stock was replenished where possible.

Full-Time Customer Service Representative – New Zealand Couriers, Palmerston North

Jan 2024 – Feb 2025

- Handled customer queries across phone, email, and in person
- Performed data entry, processing of misdirected and undeliverable freight

Cinema Attendant – Silky Otter, Palmerston North | 6-7 Months

Cook – KFC, Feilding | 12 Months

Education

Bachelor of Engineering (Software Engineering, Honors) – University of Canterbury, Christchurch

2026 – Present (Starting straight into second year)

Bachelor of Information and Communications Technology – UCOL, Palmerston North

2025 (Left to continue BE(Hons) at UC)

NZ Certificate in Business (Introduction to Team Leadership, Level 3) – ServicelQ

2024

Bachelor of Engineering (Mechatronics, Honors) – Massey University, Palmerston North

2023 (Completed first year before course discontinuation)

Relevant Skills

- **Technical:** Microsoft Office Suite, Digital Technologies, Mathematics
- **Professional:** Communication, Team Leadership, Customer Service, Problem Solving, People Skills
- **Practical:** Cash Handling, Retail & Sales, Operational Support, Time Management

References

Available on request.