

Liam Cotton

Feilding, Manawatu-Whanganui 4702

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I am currently studying towards a Bachelor of Information & Communications Technology at UCOL. I developed a strong foundation in engineering, programming, and systems during prior Mechatronics study at Massey University. I have also completed a Certificate in Business while I was working full-time, building leadership, teamwork, and communication skills. I am motivated, adaptable, and eager to contribute to technology-focused projects.

Education

Bachelor of Information and Communications Technology – UCOL, Palmerston North
2025 – *Present* (planning to double major in Software Engineering and Project Management)

NZ Certificate in Business (Introduction to Team Leadership, Level 3) – ServiceIQ
2024

Bachelor of Engineering (Mechatronics, Honors) – Massey University, Palmerston North
2023 (Completed first year before course discontinuation)

NCEA Level 3 (Endorsed with Merit) – Feilding High School
2018-2022

Experience

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

Other Roles (Retail and Hospitality) – Mitre 10, Silky Otter Cinemas, KFC
2021 – *Present*

- Built teamwork, customer service, and time management skills in fast-paced environments
- Adapted quickly to different roles and responsibilities

Relevant Skills

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

References

Available on request.