

RAHAMA SALEH

APPLIED COMPUTING GRADUATE LINKEDIN

CONTACT

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EDUCATION

BSc (Hons) Applied Computing
De Montfort University | 2022 - 2025
CertHE Business Management
University of Essex | 2020 - 2022
CFGdegree - Product Management
Code First Girls | In Progress

TECHNICAL SKILLS

- **Programming:** HTML, CSS, JavaScript, Python, SQL
- **Tools:** Postman, Splunk, Git/GitHub, MySQL, VMware, Microsoft 365, Outlook, Visio, Google Workspace, VS Code, Figma, JIRA, Notion, Power BI, OpenAPI, Windows OS, Exchange, Active Directory, Bubble.io, Claude, Claude Code, Draw.io
- **Methods:** REST/SOAP APIs, SDLC, Agile, Scrum, UAT Testing, Functional, Regression and Defect Fix Testing, Troubleshooting, Root Cause Analysis, Stakeholder Management, SSO, MFA, Requirements Gathering
- **Strengths:** Stakeholder Communication, Data Analysis, Technical Documentation, Process Improvement, Root Cause Problem Solving.

PROJECTS

IBM Product Manager Professional Certificate – Coursera
Explored the seven step product lifecycle, stakeholder collaboration, Agile and Scrum execution and market research and strategy.
AI for a Greener World Workshop
collaborated cross-functionally to research and prototype AI driven approaches to environmental sustainability, using Google Earth Engine to analyse geospatial data and surface air pollution hotspots.

INTERESTS

AI, Technology, Financial Markets, Charity, Travelling and Reading

PROFILE

First Class Applied Computing graduate with a robust background in technical product support, structured testing and root cause investigation of live products. Skilled in functional, regression and defect fix testing, translating technical and customer requirements into clear documentation and test scenarios across regulated, data driven environments. A proven track record of managing secure user access through, driving process improvements and communicating confidently with stakeholders across technical and non-technical teams.

EXPERIENCE

Product & Operations / Platform Tester AUG 2026 – PRESENT
Ticketshack - Intern

- Spearhead functional, regression and defect fix testing across end-to-end platform testing across desktop and mobile, identifying bugs, UI inconsistencies and edge cases throughout the entire organiser and buyer journey.
- Document all issues with reproducible steps, severity ratings and visual evidence, feeding findings directly to stakeholders on the founding team to influence prioritisation.
- Validate payment and checkout flows comprehensively, verifying fee calculation accuracy and payout integrity before issues reach end-users.
- Benchmark the platform against Eventbrite, Fatsoma, Luma, and Skiddle through structured competitor analysis, highlighting feature and UX gaps.

AI Data Quality Analyst (Freelance) JAN 2026 – PRESENT
Scale AI

- Assess AI-generated outputs for over 40 tasks weekly, ensuring adherence to detailed accuracy, quality and alignment standards.
- Provide structured feedback that directly shapes model training by identifying and flagging recurring error patterns for the client team.

Administrator / IT Support MARCH 2025 – JAN 2026
Key Transitions Ltd

- Promoted after 3 months for strong technical performance within the role.
- Reduced manual reporting time by 50 percent through the development of automated Excel and Google Sheets dashboards that were adopted across the team.
- Applied root cause analysis to reporting inconsistencies identified through operational data analysis, driving process improvements..
- Delivered first-line support for 10+ daily enquiries covering system access, SSO and MFA enrollment reporting and technical issues.
- Validated system functionality before deployment through User Acceptance Testing, successfully identifying bugs prior to release.

IT Service Desk Analyst Jul 2020 – Oct 2020
GFM Holdings Ltd

- Resolved technical tickets weekly, achieving 90 to 100 percent first contact resolution through effective triage and troubleshooting.
- Managed Active Directory accounts for over 50 users, encompassing secure setup, password resets, and permission management.
- Onboarded new starters comprehensively, from account creation to device configuration and system access, while documenting fixes for team-wide utilisation.