Rayees Fathima

rayeeskona@gmail.com | +91-9663399702 | Hyderabad, India

Profile

Goal-driven QA and Test Specialist with 14+ years of experience in **manual testing, back-end/DB testing, ETL, accessibility, performance, and API testing** across diverse domains including **Hospitality (OPERA PMS), Infrastructure (ITSM, CCMDB), and OpenStack (PowerVC)**. Skilled in test planning, execution, automation support, defect management, and Agile/Scrum practices. Adept at troubleshooting production issues, ensuring compliance with fiscal/legal requirements across multiple geographies, and collaborating with cross-functional teams to deliver high-quality software. Recognized for problem solving, stakeholder engagement, and team leadership.

Key Skills

- **Testing:** Manual, Backend/DB, ETL, Accessibility, Performance, SOAP UI/REST API
- **Tools:** JIRA, Zephyr, Bugzilla, HP ALM, RQM, RTC, RPM, Jenkins, Selenium, SOAP UI, OPERA Factu
- **Databases:** IBM DB2, MySQL/MariaDB
- **Operating Systems:** Linux (RHEL, AIX), Windows Server
- **Agile Practices:** Scrum Master, Sprint Planning, Retrospectives, Backlog Management
- **Domain Expertise:** Hospitality (OPERA PMS, Cashiering, Billing, Fiscal/Tax), ITSM (CCMDB), OpenStack (PowerVC)

Professional Experience

- **Oracle India Pvt. Ltd.** Aug 2021 – Dec 2023
  Hospitality Sustaining Engineering Senior Analyst
  - Delivered L3 support for OPERA PMS and fiscal interfaces, resolving production issues for Disney, Marriott, Hyatt, and Italy market.
  - Installed and configured fiscal/legal services (EDICOM, EFSTA) across multiple countries.
  - Collaborated with development teams for QA during HIP cycles, bug fixes, and new releases.
  - Ensured compliance with fiscal/legal regulations across India, Germany, Austria, Romania, and more.
- **Oracle India Pvt. Ltd.** Nov 2017 – Jan 2021
  Senior Software QA Engineer
  - Tested OPERA PMS modules (Profiles, Blocks, Cashiering, Reports, Reservations) across global deployments.
  - Validated fiscal and taxation requirements for multiple countries (Italy, France, Saudi, Japan, Thailand).
  - Led Agile ceremonies, managed sprint boards in JIRA, tracked defects via Zephyr.
  - Trained team members, conducted peer reviews, and supported automation adoption.
- **Oracle Solution Services India Pvt. Ltd.** Feb 2017 – Nov 2017
  Sr. Software Test Engineer
  - Tested Opera interfaces and fiscal requirements; supported bug fixing and QA deliverables.
- **IBM India Pvt. Ltd.** Aug 2006 – Feb 2017
  Sr. Software Test Engineer / IT Specialist L1 Testing
  - PowerVC: Performed installation, configuration, and automation of PowerVM/KVM setups; developed regression automation scripts.
  - CCMDB: Conducted incident, change, and configuration management testing; validated ETL data and ServiceNow integrations.
  - SRM Project: Led backend, GUI, and web module testing; managed test planning, risk tracking, and defect reporting.

– Served as Test Lead across multiple projects, coordinating teams and ensuring on-time delivery.

EDUCATION

- B.Tech in Engineering — AUCET (Affiliated to JNTU College of Engineering & Technology), Hyderabad, 2001 (70%)

CERTIFICATIONS

- Certified Software Test Manager (CSTM)
- AIX Certified
- IBM DB2 Certified
- IT Specialist L1 – Testing
- ITIL Certified

AWARDS & ACHIEVEMENTS

- Received "Star of the Month" and "Manager's Choice Award" at Oracle and IBM.
- Achieved high customer satisfaction and delivered zero-failure product certifications.
- Served as Scrum Master for Agile teams, improving delivery efficiency and collaboration.