



DESHAN HERATH

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🏠 No.20/4, sapumaluyana, wegiriya, Hondiyadeniya, 20524 Gampola

📅 June 20, 2002

♂ Male

🌐 [linkedin.com/in/deshan-herath-035a7a192](https://www.linkedin.com/in/deshan-herath-035a7a192)

SKILLS

Digital marketing

Account management

Leadership and team management

Microsoft Azure

LANGUAGES

ENGLISH

SINHALA

PROFILE

Dynamic and motivated IT professional currently working as a System Associate with hands-on experience in core banking operations, system monitoring, and end-of-day processes. Actively pursuing a Bachelor's degree in Information Technology while expanding cloud expertise through industry-recognized certifications in Azure, Microsoft 365, and Cloud Security. Passionate about modern infrastructure, cloud technologies, and building a strong career in enterprise-level IT and cybersecurity.

EMPLOYMENT

SYSTEM ASSOCIATE

Aug 2025 – Present

HATTON NATIONAL BANK, COLOMBO

Core Banking (Finacle) Operations

- Managed daily End-of-Day (EOD) and Beginning-of-Day (BOD) operations for Finacle Core Banking System ensuring smooth and timely batch processing.
- Performed SRN deployments, applied Finacle product patches, and executed service restarts to maintain system stability.
- Monitored core banking application health, logs, and service uptime to identify and resolve production issues quickly.

Environment Management & Testing

- Handled deployments and validations in SIT, UAT, and Near-Live test environments, working closely with QA and vendor teams.
- Conducted functional and technical testing for new product releases, bug fixes, and enhancements.
- Supported release management by verifying build stability before production rollout.

Issue Resolution & Support

- Troubleshoot Finacle-related issues across application, service, and integration layers.
- Coordinated with vendors and internal teams to resolve production incidents, minimizing downtime.
- Provided 24/7 system support during critical operational windows (EOD/holiday seasons).

Scripting & Automation

- Utilized Bash and PowerShell to automate routine tasks, service checks, log extraction, and system monitoring activities.

Database Knowledge

- Worked with MySQL and Toad for data validation, query execution, performance checks, and troubleshooting application-level issues.

TRAINEE SYSTEM ASSOCIATE

Jul 2024 – Aug 2025

HATTON NATIONAL BANK, COLOMBO

- Monitored core banking systems including credit card processing, end-of-day operations, and real-time transaction activities to ensure smooth system functioning.
- Troubleshot and resolved technical issues in the bank's central IT systems, reducing downtime and enhancing operational efficiency.
- Handled system alerts, peak usage times, and performance fluctuations, especially during EOD processes, ensuring timely responses.
- Coordinated with Finacle admins during patch updates, PSP executions, and application-level maintenance.
- Supported branch operations remotely by analyzing and resolving application and system-level issues.
- Monitored servers and services in the Data Center, ensuring optimal performance and system uptime.
- Maintained data integrity and system logs, participating in daily health checks and ensuring proper escalation of anomalies.
- Documented incidents and resolutions, improving knowledge-sharing and future troubleshooting.
- Collaborated with IT teams for backend database issues, EOD completion, and critical system alerts.
- Gained exposure to Finacle core banking, Oracle databases, and real-time enterprise IT operations.

TRAINEE BANK ASSOCIATE

Jul 2023 – Jul 2024

HATTON NATIONAL BANK, GALAHA

- Proficient in account opening and management.
- Strong commitment to delivering excellent customer service, particularly for special needs customers.
- Skilled in handling pawning services efficiently.
- Expertise in utilizing banking software, including Bamas and Finacle.
- Ability to work effectively under pressure and meet tight deadlines.
- Quick learner with the capacity to adapt to changing situations and industry requirements.
- Team player with a track record of collaborating with colleagues to achieve common goals.

INTERNSHIP

Sep 2022 – Jul 2023

HATTON NATIONAL BANK, RIKILLAGASKADA

- Engaging with customers and building strong relationships through phone and email communication
- Developing and implementing social media campaigns to

increase brand awareness and drive traffic to the company's website

- Creating compelling content for digital marketing channels, including blog posts, emails, and social media updates
- Conducting market research to identify new trends and opportunities for business growth
- Assisting with the development and execution of digital marketing strategies to achieve business objectives
- Managing customer accounts and ensuring timely delivery of products and services
- Coordinating with team members to ensure timely execution of tasks and projects
- Conducting data analysis to measure the success of marketing campaigns and identifying areas for improvement
- Providing exceptional customer service and resolving customer issues in a timely and professional manner.

EDUCATION

Diploma In Cloud Computing & Security 2025 – Present
+ Master of Cloud Computing

NextGen Campus, Colombo

AZ-900 , MS-900 , AI-900 , AZ-104 , MD-102 , MS-102 , AZ-500

Bachelors of Science In Information Technology 2024 – Present

Sri Lanka Institute of Buddhist Academy, Kandy

DIPLOMA IN ENGLISH Jan 2022 – Jul 2022
AMERICAN COLLEGE, KANDY

DIPLOMA IN ICT 2019 – 2020
Sri Lanka Institue of Buddhist Academy, KANDY
Certificate Level – SUPERIOR A- Advanced Certificate Level –
EXCELLENT B+ Diploma Level – EXCELLENT B

G.C.E A/L EXAMINATION 2021 – 2021
VIDYARTHA COLLEGE, KANDY
MUSIC – C ICT – C MEDIA – S

G.C.E O/L EXAMINATION 2019 – 2019
VIDYARTHA COLLEGE, KANDY
MUSIC – A ENGLISH – B MATHEMATICS – C

G.C.E O/L EXAMINATION 2018 – 2018
VIDYARTHA COLLEGE, KANDY
HEALTH – B MUSIC – C BUDDHISM – C ENGLISH – C SINHALA – C
HISTORY – C CIVIC – C SCIENCE – C MATHEMATICS – S

COURSES

UX/UI DESIGNING COURSE 2022

EXTRACURRICULAR ACTIVITIES

MEMBER OF MUSIC ORCHESTRA 2015 – 2021
VIDYARTHA COLLEGE, KANDY

MEMBER OF BASKETBALL TEAM
VIDYARTHA COLLEGE, KANDY

2014 - 2017

REFERENCES

LENIN LAKMAL - PSYCHOLOGY LECTURE
MEMORY ENHANCEMENT SPECIALIST
0773782636

DR. NIMAL HETTIARACHCHI PROFESSOR
077040683, nfh29@yahoo.comH