

Malithi Perera

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Product Manager with about 3.5 years building AI products for sales teams and small businesses. Builds voice agents, sales automation, and back-office tools for restaurants, sales teams, and finance and ops. Writes specs and tests, builds proofs of concept by directing coding agents, then hands them to Engineering. Earlier, managed 2 Chip City stores and their analytics. US citizen, no sponsorship needed.

EXPERIENCE

KiloByte Collective, Founding Product & GTM | Remote

Jan–Sep 2026

AI implementation agency for small businesses.

- Dinealog voice agent for one of the world's largest vegetarian restaurant chains: cut the staff needed to answer calls by about 85%; about 9 in 10 orders were accurate, and customizations and special needs were handed to staff. Wrote the spec and tests, tested with restaurant managers and operators before launch, gathered their feedback, and shipped v1 with the engineering team.
- Tested 10+ voice setups (hosted agents, custom speech-to-text, LLM, and text-to-speech pipelines, and speech-to-speech models) to choose the right one for each restaurant. A custom pipeline using xAI for all three steps cut average response time from 1,200–1,400 ms to 400–500 ms and improved order accuracy, which made it our pick for long, complex menus. Debugged accuracy, interruption handling, missed tool calls, and lost context from production logs with Claude Code before the betas.
- Dinealog handled the 20–30% of calls that came in at the same time as another call, which staff had been missing, adding an estimated 20–30% in daily phone revenue.
- Inventory for a coffee and cocktail shop: stockouts went from ~4 a week to nearly 0, and it saved 40–80 hours a month. Used 6 months of receipts, POS, and recipe BOMs to predict stockouts for a limited set of bakery, dairy, and kitchen items; shipped a Telegram bot (a receipt photo goes to Google Drive and updates inventory; nightly low-stock alerts) and a dashboard.
- Grew Dinealog outbound from 0 to 6–8 meetings a week with a 60%+ LinkedIn reply rate, leading to 2 pilots. Researched 510+ prospects, enriched 140+ accounts, helped set vertical strategy (4 markets × 6 criteria), and led 2 summer interns.

Solunus, Inc., Product Manager | Hybrid, Irving, TX

May 2024–Dec 2025

Systems integrator and Salesforce partner, 550+ people worldwide.

- Built an agentic GTM/ABM top-of-funnel engine with sales leadership and SDRs. Before, the 12-person inside sales team sent up to 100 emails a day and got ~3 replies a week and ~1 meeting a month across the team. In a 2-SDR pilot, meeting/demo requests rose to 5–6 a week per SDR; the engine was then rolled out company-wide and was still in use at departure (Dec 2025).
- Built on the Claude API with separate models for decisioning, research, enrichment, and qualification, and a Next.js/TypeScript web app front end; covered sourcing, competitor and tech stack research, outreach channel prioritization, and tone rules.
- Set up a knowledge base of all client companies, prior RFPs, deals, and existing and past contracts, with each company's point of contact, deal signer, conversation records, and jobs delivered. Sales used it to find dormant relationships, decide who to re-approach, and decide what to offer.

Solunus, Inc., Associate Product Manager | Remote, NYC

Aug 2022–May 2024

- Built internal automation for payroll, timesheet reconciliation, invoicing, and AR with finance, ops, and legal, saving ops 60–70 hours a month per 100 employees. Payroll covered ~550 employees across 4 regions.

Chip City, Multi-Unit Manager and Business Analyst | Brooklyn & Manhattan, NY

Sep 2021–Aug 2022

Earlier: Sales Associate (Apr–Sep 2021).

- Ran 2 stores with 12 staff and ~\$2,000 in daily sales per store (~\$1.4M a year combined), with great service and most 5-star reviews.
- Built sales and margin dashboards by store, time of day, and product; used them to forecast daily bakes (waste down 40%) and match staffing to peaks (labor cost down 20%).
- During slow summer sales, tested \$1 drip coffee on Monday mornings against \$3 drinks all day Monday; the \$1 offer raised morning foot traffic by 35% and lifted cross-sells.

SELECTED PROJECTS

CurryBro (co-founder, 2025): 13 paying beta customers; 440K views · In My Skin (3rd place, Lovable x Girls into VC Buildathon, Oct 2026)

SKILLS

Claude Code, Cursor, Vapi, Retell, ElevenLabs, Deepgram, Cartesia, Amazon Nova Sonic, Claude API, xAI API, SQL, Postgres, Power BI, Next.js, Vercel, GitHub, Figma

EDUCATION

BBA, Business Administration & Analytics, City College of New York, 2016–2020