

Nuraj Kumaratilake

Product Manager | Applied AI | Commercial Growth | Transformation

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SUMMARY

Product Manager with 10 years' industry experience spanning commercial product ownership, hands-on AI development and enterprise transformation. Co-founded an early-stage B2B AI venture, leading product strategy, design, prototyping and user testing. Delivered multi-million-dollar revenue growth at REA Group and proposed, built and launched AI-assisted workflows and reporting solutions at The Arch Company.

SKILLS

AI Product Development • Agent Orchestration • Product Strategy & Roadmaps • AI Product Evaluation (Evals) • Product Discovery & User Research • A/B Experimentation • SQL & BigQuery • Codex • Prompt & Context Engineering

PROFESSIONAL EXPERIENCE

AI Product Venture / London, England

Co-Founder / Product Lead

Feb 2026 – Present

Co-founded an early-stage B2B AI venture developing an adaptive discovery workspace that uses AI to guide questioning and synthesise stakeholder input, helping businesses understand their processes and make informed change decisions.

- Identified a product opportunity from first-hand experience of reconstructing business processes from fragmented knowledge. Prioritised capabilities by business value and complexity, focusing the MVP on current-state discovery and keeping downstream solution design and broader project management outside the initial scope.
- Partnered with a technical co-founder to deliver an AWS-hosted web MVP. Created a multi-agent workflow for internal product evaluations (evals), combining UX, QA, business analysis and simulated stakeholder roles with synthetic scenarios and browser testing to identify workflow and content-integrity issues.
- Used evaluation findings to lead a redesign after testing exposed gaps in handling incomplete and conflicting information across discovery sessions. Developed AI-assisted prototypes that let users reconcile inputs across multiple sessions and progressively build a clearer understanding of business processes.
- Analysed user journeys to identify where AI could meaningfully add value and reduce friction, then incorporated AI-assisted synthesis, interviews, contextual chat and targeted suggestions into the product design. Preserved user control where accuracy, interpretation and the consequences of a change required human judgement.
- Conducted AI-assisted market and competitor analysis across software, services and alternative workflows. Assessed potential customer segments, challenged differentiation assumptions and used the findings to shape product vision and design.

The Arch Company (Blackstone subsidiary) / London, England

The UK's largest provider of commercial space for SMEs, managing a £2bn portfolio of 5,300 properties.

Business Analyst (Contract)

Oct 2025 – Sep 2026

Led product discovery, hands-on AI solution development and cross-functional delivery across five transformation workstreams spanning finance, operations, data and technology.

- Led end-to-end discovery for a credit control transformation within Finance, running 15+ workshops and interviews, translating 60-70 ideas into 24 prioritised solutions based on user value, business impact, feasibility and delivery capacity. Presented the resulting portfolio to the CFO, secured approval and led phased delivery, with 5 solutions live and 8 underway as of September 2026.
- Proposed and built two AI-assisted solutions: a workflow that helps credit controllers decide which debts to pursue first, and operational reporting that provides the business with previously unavailable performance insights. Led both from concept through product design, business-user testing and launch. Used TextQL to deliver despite constrained developer capacity, partnering with a data engineer to establish reusable foundations for future integration with an internal platform.
- Led discovery and solution design across 40+ Facilities Management reporting and operational workflows, mapping current-state processes and workshopping solutions. Selected Power BI as a practical delivery route using available modelling expertise while other engineering capacity was constrained. Led phased delivery, introducing performance visibility and SLA tracking and saving an estimated 7-9 days of manual effort per month.

REA GROUP (News Corp subsidiary) / Melbourne, Australia

A next-generation property marketplace, with 11.9 million monthly active users and A\$1.45 billion in revenue in FY 2024.

Product Manager

Feb 2023 – Jul 2025

Drove the product strategy for a distributed (China / India / Australia) cross-functional team serving both property developers (customers) and Australian property seekers (consumers) in a two-sided marketplace.

- Championed end-to-end discovery and delivery of a subscription product suite through a market downturn. Defined the product vision and drove the 2-year product roadmap, lifting revenue by 6.14% (A\$6.9 million) in FY 2024—exceeding strategic targets.
- Launched a B2B2C acquisition & activation feature. This involved running customer interviews, prototyping, usability testing and crafting a lean go-to-market (GTM) strategy that overcame resistance to migrate from a legacy user account platform. Achieved an adoption of 36.4% (vs. 25% target) in a single quarter.
- Optimised user funnels through hypothesis-driven A/B tests, delivering data-driven product improvements that lifted entry acquisition by 10.4% and enquiry conversion by 16.8% (desktop) and 24.9% (mobile).
- Led the re-platform of a backend-heavy customer data pipeline over a 14-month phased delivery, migrating from third-party legacy software to in-house tooling and API & data infrastructure. The final release mitigated enterprise risks and automated workflows, saving an estimated 1,500 internal staff-hours each quarter.

Product Manager / Senior Business Analyst

Jun 2021 – Feb 2023

- Led two Agile squads in delivering multiple high-profile initiatives—each with 10+ cross-team dependencies. Launched a premium subscription product in FY 2023 that achieved 76% adoption (vs. 35% target), growing the portfolio by over A\$100 million.
- Scaled a subscription add-on product from A\$12 million to A\$25 million in annual revenue over 2 years by iteratively shipping enhancements informed by customer research (qualitative and quantitative).
- Proposed a machine-learning-enabled Listing Optimisation product using existing property-listing data, partnering with Data Science and ML/AI teams to deliver recommendations that helped agents identify opportunities to improve listing engagement.

Australia Post / Business Analyst / Melbourne, Australia

Jan 2017 – June 2021

Bachelor of Business Information Systems / Monash University / Melbourne, Australia

Jan 2015 – Dec 2017