

# TRILOKESH SAMAL

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## PROFILE

Dynamic and result-oriented Senior Operations Executive with over 9 years of cross-functional leadership spanning Business Operations, Strategy Execution, and Infrastructure Engineering. Recognized for driving enterprise transformation by scaling high-performing regional teams, optimizing complex supply chain and project delivery lifecycles, and managing multi-million-rupee corporate portfolios. Proven success in establishing market footprint, maximizing client satisfaction ecosystem parameters (100% CSAT & top-tier NPS), and combining rigorous civil engineering principles with advanced design automation to optimize operational bottom lines.

## EDUCATION

INIFD Bhubaneswar — Masters In Interior Design	2023
VIVTECH — B.Tech In Civil Engineering	2014

## SKILLS

<b>Strategic Leadership:</b> Corporate Change Management, Team Mentorship, P&L Accountability	<b>Operations &amp; Strategy:</b> Process Optimization, Project Lifecycles, Client Ecosystems (CRM)
<b>Financial Controls:</b> Bill of Quantities (BOQs), Capital Expense Controls, Procurement Strategy	<b>Technical Frameworks:</b> AutoCAD, 3ds MAX, CAD/CAM Infrastructures, Spatial Analytics
<b>Languages:</b> English, Hindi, Odia	

## CERTIFICATIONS

Advanced Diploma In Structural Design & Analysis

## EXPERIENCE

<b>Livspace India Pvt Ltd</b> <i>Business Manager – Strategy &amp; Operations</i>	<b>May 2024 – Present</b> <i>India</i>
<ul style="list-style-type: none"><li>Orchestrate regional business growth strategies and end-to-end design operations, leading senior sales execution and market penetration tactics.</li><li>Formulate and execute structured training frameworks for creative and technical design personnel, systematically boosting overall workforce operational efficiency and project delivery benchmarks.</li><li>Drive company-wide quality assurance and client retention models, successfully maintaining a strict 100% Client Satisfaction (CSAT) score.</li><li>Own and manage data-driven regional performance metrics, optimizing Net Promoter Scores (NPS) to directly match global corporate standards.</li></ul>	
<b>Doowup</b> <i>Senior Manager – Regional Strategy &amp; Sales</i>	<b>January 2024 – April 2024</b> <i>Bhubaneswar, Odisha</i>
<ul style="list-style-type: none"><li>Pioneered localized market-entry strategies by successfully marrying technical architectural design consulting with robust enterprise business development initiatives.</li></ul>	

- Directed an elite multidisciplinary team of consultants to architect and scale bespoke, scalable spatial solutions for a high-net-worth portfolio.

### **Della Luxury Products**

**July 2023 – January 2024**

*Senior Project Lead & Furniture Designer*

*India*

- Supervised the operational conceptualization, engineering integrity, and production scaling of premium luxury manufacturing lines.
- Bridged communication barriers between heavy manufacturing plants, creative design desks, and executive stakeholders to guarantee structural stability and luxury finish standards.

### **Furniture Gallery**

**September 2022 – July 2023**

*Senior Production Manager & Designer*

*Lucknow, Uttar Pradesh*

- Owned total end-to-end management of production facility workflows, assembly lines, and asset scheduling from blue-sky concept to final distribution.
- Maintained strict corporate fiscal discipline by designing exhaustive individual line-item cost analyses and margin models prior to committing manufacturing resources.

### **Furniture Plaza**

**June 2020 – September 2022**

*Project In-Charge & Lead Designer*

*Bhubaneswar, Odisha*

- Directed comprehensive, multi-phase project management lifecycles for high-visibility government installations, enterprise corporate offices, and sprawling residential complexes.
- Authored initial technical AutoCAD structures for complex, multi-million-rupee projects to secure critical executive-level and institutional client approvals.
- Engineered meticulous Bill of Quantities (BOQs) to insulate budgets against variance, optimized layout usage, and tracked volatile market material rates to build a resilient localized supply chain.

### **MS. Ticon**

**September 2018 – February 2020**

*Junior Engineer – Civil Operations*

*Jajpur, India*

- Spearheaded regional on-site construction layouts, land management, and foundational structural engineering for large-scale building assets.
- Managed, evaluated, and directed extensive on-site vendor crews and technical labors to drive total compliance with safety parameters and AutoCAD blueprints.

### **Manipal University Jaipur**

**August 2016 – August 2018**

*Assistant Engineer – Systems & Infrastructure*

*Jaipur, India*

- Managed core engineering laboratory infrastructure, research activities, and procedural safety protocols for high-tech academic divisions.
- Structured, curated, and optimized advanced CAD/CAM system frameworks to build technical capabilities and operational proficiencies across junior engineers.

## KEY ACHIEVEMENTS

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- **Operational Turnarounds:** Repeatedly established 100% CSAT scores and top-performing NPS metrics within highly competitive corporate environments.
- **Enterprise Delivery:** Successfully negotiated, deployed, and handed over high-budget structural layouts for prominent corporate entities and public government offices.
- **Financial Oversight:** Drastically reduced project expenditure leakages by introducing tight automated BOQ auditing methods and aggressive market negotiations.