Xavier Serrao

Operations & Team Coordination | Process Improvement · Compliance · Performance Support

goanrox@gmail.com | Jacksonville, NC — Remote, Hybrid, or On-Site | LinkedIn

PROFESSIONAL SUMMARY

Operations leader with 8 years at T-Mobile (2018–2026, promoted to Retail Associate Manager in 2023) and 10 years running the full daily operations of an independent retail business. Skilled at team leadership and coaching, staff scheduling, inventory management, compliance and audit oversight, KPI monitoring, training and onboarding, and process improvement. Comfortable learning new systems and software quickly.

CORE COMPETENCIES

Operations Management · Team Leadership & Coaching · Staff Scheduling (UKG) · Inventory & Asset Management · Vendor Coordination · Compliance & Audit (CPNI, Cash Handling, Payment-Device Audits) · Training & Onboarding · Performance Monitoring & KPI Reporting · Process Improvement · Cross-Functional Communication · AI-Assisted Workflow Support

KEY ACHIEVEMENTS

- **Winner's Circle (Q1 2021)** — one of 44 designees selected across the entire Northeast Region SMRA organization for outstanding performance
- **Top 400 Nationally** — T-Mobile Mobile Expert company-wide ranker; named QTD Mobile Expert of the Quarter, Q3 2022 (SMRA Hudson Valley market)
- **Perfect Medallia Score** — T-Mobile Retail Un-Carrier Experience Survey, August 2022
- **Store-Level Digital Workflow** — used AI guidance to replace a paper-based, CPNI-sensitive logging process with a Power Apps workflow the team adopted; recognized by regional leadership

PROFESSIONAL EXPERIENCE

T-Mobile / T-Mobile Authorized Retailer

Poughkeepsie, Newburgh & New Paltz, NY · Jacksonville, NC | 2018 – Present

Mobile Expert (Part-Time)

Jacksonville, NC | Oct 2026 – Present

- Rehired by T-Mobile after the July 2026 store-closure layoff and moved into the Mobile Expert role within the first weeks; helping customers with devices, plans, and account service.

Retail Associate Manager

Sep 2023 – Jul 2026

- Identified an inefficient, paper-based IMEI logging process with CPNI/privacy handling concerns and used AI guidance within T-Mobile's internal Power Apps environment to create a store-level digital workflow adopted by the team, improving speed and information handling; the initiative was later recognized by regional leadership.
- Directed day-to-day store operations for a team of 7–8 employees, coaching every team member; ran full store operations independently in the Store Manager's absence and periodically supported staffing coverage at other stores.
- Built and maintained staff schedules in UKG; designed a flexible scheduling approach for associates balancing second jobs, helping reduce missed shifts and call-outs while improving schedule coverage.
- Owned compliance and audit responsibilities including cash handling, change-order accuracy, REMO/payment-device audits, CPNI audits, opening/closing controls, prior-day sales audits, and inventory audits.
- Managed device and accessory inventory — receiving, transfers, discrepancy resolution, and shrink/loss-prevention — and led monthly full physical inventory counts plus interim counts between cycles.
- Reviewed T-Mobile Power BI reports daily to track individual and store performance against targets, using the data to guide coaching conversations and support the store in meeting short-term and weekend sales goals.
- Delivered structured coaching — floor coaching, digital observations, documented one-on-ones, feedback, and follow-up action plans — and trained 5+ new hires, several of whom still reach out for guidance.
- Identified a district-wide communication gap and proposed and implemented two Microsoft Teams channels (store leadership coordination and district-wide sales recognition); adopted across every store in the district.

- Escalated an employee break-time improvement proposal (in-store vending) directly to T-Mobile's CEO; the proposal was forwarded internally, leading to a follow-up video call where Xavier presented to an SVP and additional headquarters stakeholders pending further approval.

Mobile Expert, T-Mobile Corporate (COR)

2020 – 2023

- Independently managed POS transactions, inventory platforms, daily operations reporting, and compliance workflows.
- Earned Winner's Circle recognition (Q1 2021) — one of 44 selected across the Northeast Region SMRA organization for outstanding performance.
- Ranked Top 400 nationally on the company-wide Mobile Expert ranker and named QTD Mobile Expert of the Quarter (Q3 2022, SMRA Hudson Valley market).
- Achieved a perfect Medallia customer-satisfaction score on T-Mobile's Retail Un-Carrier Experience Survey (August 2022).

Mobile Expert, T-Mobile Authorized Retailer

Sep 2018 – 2020

- Built foundational retail operations experience — POS transactions, inventory handling, and account service — at a T-Mobile authorized-retailer location prior to its transition to corporate ownership.

Konkani–English Immigration Court Interpreter (Independent Contractor) — SOS International (SOSi)

Remote | Aug 2026 – Present

- Completed SOSi's immigration court interpreter training and passed the Konkani final exam (Oct 2026): 80.92% overall, with a 70% minimum required on each part (simultaneous, consecutive, sight translation).
- Interpreted a live U.S. immigration court hearing by video (about 2 hours, Sep 2026).

Store Manager — Kang's Food Mart

Ardmore, OK | Mar 2008 – May 2018

- Owned day-to-day operations for an independent retail business, including staffing, scheduling, and vendor coordination.
- Managed inventory and cash controls, and maintained compliance across daily store operations.
- Reconciled daily cash and inventory records against vendor and register data, catching and resolving discrepancies to keep the books accurate.

Additional Experience

Pastry Commis — Park Hyatt, Goa, India (2004)

TOOLS & SYSTEMS

Scheduling & Workforce: UKG (staff scheduling and workforce management)

Reporting: T-Mobile Power BI (daily report review for individual/store KPI tracking)

Compliance & POS: Point-of-sale systems, Compass (internal incident/outage reporting), CPNI compliance auditing, REMO payment-device audits

AI Tools: AI tools — research, documentation, and AI-assisted problem solving

Devices & Platforms: iOS/macOS, Android, Windows

PROFESSIONAL DEVELOPMENT & TRAINING

- Generative AI and Its Impact to Everyday Business — course completion (T-Mobile/Percipio, Dec 2024)
- Google Android Mobile Certification — course/badge completion (Google Retail Training, 2022)
- Meta Sales Academy — course completion

EDUCATION

Diploma in Culinary and Hotel Management
Institute of Hotel Management, Catering Technology and Applied Nutrition — Goa, India

LANGUAGES

English (Fluent) · Hindi (Fluent) · Konkani (Native)