

Melody Chrysoprasus Karyamsetty

Corporate HR Specialist



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HR Specialist with 4+ years at Amazon, growing from HR Associate to Corporate HR Specialist and Quality Analyst. I run end-to-end HR operations—onboarding/offboarding, payroll & benefits, attendance, and HRMS ticketing—and serve as the primary contact for policy clarifications, grievance resolution, and labor-law compliance. Known for turning feedback and data into action, I use Kaizen/Lean and root-cause analysis to cut resolution times, lift CSAT, and strengthen SLAs. I've led and coached teams (20+ associates), designed trainings and new-hire orientations, and acted as an HR Policy SME for employees and leaders. Trusted for accuracy, confidentiality, and clear communication, I partner closely with managers to solve issues fast, prevent repeat problems, and build a positive, high-performance workplace.

HR Operations: onboarding, payroll & benefits, attendance/leave, employment/visa letters

Employee Relations: grievance handling, escalations, policy communication, compliance

Process & Quality: Kaizen/Lean, audits, RCA, continuous improvement, SLA/CSAT uplift

People Development: coaching, mentoring, workshops, training design & delivery

Data & Tools: HRMS/ticketing (Panorama/Trouble Ticketing), reporting, WFM workforce analytics, data privacy, ADP payroll, Towers watson..etc



Work History

Aug 2021 - Jul 2023 **Corporate HR Specialist**
Amazon, Hyderabad, India

Skills:

HR Operations · Talent Acquisition · Payroll Management · Employee Engagement · HR Policies · Grievance Handling · Process Improvement · HRMS · Compliance · Workforce Analytics

- Managed end-to-end **HR operations** including **onboarding**, **payroll**, **benefits**, and **employee relations** for multiple business units.
- Acted as the primary point of contact for **policy clarifications** and **grievance resolution**, ensuring compliance with **labor laws** and company

standards.

- Led process improvements using **Kaizen and Lean** methodologies, reducing resolution time and improving employee satisfaction.
- Partnered with managers to support **talent acquisition** and performance management initiatives.
- Improved **customer satisfaction** rates through proactive problem-solving and efficient complaint resolution.
- Implemented new **training programs** for staff, leading to higher employee retention rates and better overall performance.
- Involved in **mentoring** new hires, assisting performance management, liaise with managers to determine training needs and schedule training sessions.
- Receive & log all queries received through **phone & email** in Panorama / Trouble **Ticketing** tool. Responsible to work on Ticketing to resolve the queries received from the employee.
- Responding to inquiries regarding **policies** and programs including benefits, **attendance**, payroll deductions, etc. Adhere to defined processes and ensure delivery in accordance with set quality standards.
- Resolves **escalations** from internal business partners and customers including senior level leadership.
- Interprets and communicates effectively as a **Subject Matter Expert** in HR policies to employees(Amazonians) and acts as the primary information source .

Jan 2021 -
Aug 2021

Quality Analyst

Amazon, Hyderabad, India

Skills:

Quality Auditing · Root Cause Analysis · HR Compliance · Coaching & Feedback · Training & Development · Data Analysis ·

- Conducting **Quality mini huddles** and **1:1s** and **New hire orientation** sessions.
- Performing **Quality audits** and ensure that user expectations are met and improve service level agreements (**SLAs**)..
- **Leading** and developing a team of **20** or more **Associates** responsible for the overall direction, performance management, coordination and evaluation of the team and manage the team and ensure high service delivery and execution.
- Continuous Improvement Conducted thorough **root cause analyses** on recurring defects, resulting in the implementation of effective corrective actions.
- Conduct seminars, **workshops**, and individual **training sessions**.
- Responsible for the **audits** of contacts (phone, ticket and case) and providing actionable, specific feedback to associates to assist them in their growth.
- Through **coaching** and support sessions tailoring their feedback conversations to the **leadership principles** and Employee Services tenets.
- Through contact **auditing and analysis** advocate for the customer experience, examine gaps and **propose solutions**. By using contacts data, and determine the effectiveness of team initiatives, help design and build

content for training and the knowledge-base and work hand in hand with Associates and Team Managers in driving quality in the organization.

- Provided detailed reports on quality metrics to senior management, enabling informed **decision-making** regarding process improvements.
- Provided regular updates to **team leadership** on quality metrics by communicating consistency problems or production deficiencies.
- Collaborated with cross-functional teams to develop and implement targeted solutions for **identified quality issues**, ensuring continuous improvement.

Nov 2020 -
Jan 2021

Sr. ERC HR Admin

Amazon, Hyderabad

Skills:

Employee Query Resolution · Recruitment Support · Payroll Queries · HR Policy Communication · Onboarding · Performance Management Support

- Resolved employee inquiries regarding **payroll**, **attendance**, and **benefits** with a focus on accuracy and **timeliness**.
- Supported hiring managers with **recruitment** coordination, **onboarding** formalities, and performance documentation.
- Managed **70+ inbound and outbound** queries through phone email and chat from the employees per day
- Assisted in developing and communicating **HR policies** and **HR procedures**.
- Boosted **client satisfaction** rates by actively listening to concerns and addressing issues promptly.
- Providing **business visa** and **employment verification** letters to US associates.
- Enhanced company reputation by consistently delivering top-quality work within tight **deadlines**.
- **Reduced errors** in deliverables by implementing rigorous **quality assurance** measures throughout all stages of project execution.
- Maximized **productivity** with efficient **time-management** techniques and prioritization of tasks.
- Participated in recruitment and selection process for new hires.

Jun 2019 -
Nov 2020

HR Associate

Amazon, Hyderabad, India

Skills:

Onboarding & Induction · HR Data Management · Attendance & Leave Tracking · Compliance & Background Verification · Recruitment Coordination

- Provided HR support by maintaining **employee records**, monitoring attendance, and **coordinating interviews** and induction programs.
- Assisted in background verification and compliance documentation.
- Providing **employment verification letters** to current and ex employees.
- Ensured smooth **onboarding** and **offboarding** processes to improve employee engagement and **retention**.

- Assisted in managing **HR budget allocations**, optimizing resources for maximum impact across various functions within the department.
- Developed **comprehensive HR policies** to ensure compliance with **legal regulations** and industry best practices.
- Coordinated **benefits administration** tasks, effectively communicating updates to employees while maintaining **confidentiality** standards.
- Implemented **efficient record-keeping** systems, ensuring easy access to **critical documents** while adhering to **data privacy** requirements.
- Enhanced **employee satisfaction** by implementing effective **talent acquisition strategies**.
- Monitored employee **attendance** and performance to verify **punctuality** and **absences**, addressing issues in accordance with **company policies** and **procedures**.
- Organized new employee **orientation schedules** for new hires.
- Processed employee **termination paperwork** at direction of supervisory staff.



Education

- ◆ **Apr 2019** **Bachelor of Science: Computer Science :**
SIRCRReddy College of Engineering, Andhra Universty - West Godavari, Eluru
- ◆ **Apr 2015** **Intermediate Board Examination:**
Narayana JR College - Guntur
- ◆ **Jul 2013** **SSC :**
Oxford International School - Guntur



Languages

- ◆ English
- ◆ Telugu
- ◆ Hindi