Melody Chrysoprasus Karyamsetty

Corporate HR Specialist



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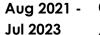
https://www.linkedin.com/in/karyamsetty-melody-chr

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



Corporate HR Specialist

Amazon, Hyderabad, India

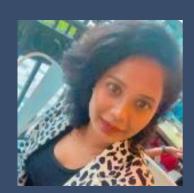
Skills:

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 - Quality Analyst

Aug 2021 Amazon, Hyderabad, India

Skills:

<u>Quality Auditing · Root Cause Analysis · HR Compliance · Coaching & Feedback · Training & Development · Data Analysis ·</u>

- 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 - Sr. ERC HR Admin

Jan 2021 Amazon, Hyderabad

Skills:

<u>Employee Query Resolution · Recruitment Support · Payroll Queries · HR Policy Communication · Onboarding · Performance Management Support</u>

- 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 - HR Associate

Nov 2020

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 Languages

English

Telugu

Hindi