

AKANSHA PRIYA

AI-Native HR Operations & Employee Relations Specialist

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Relocating to Dubai (Aug 2026) · UAE residency in place via family visa — available to start immediately on an employer work permit.

SUMMARY

AI-native HR Operations & Employee Relations professional who applies AI across the full people-operations lifecycle to move faster and make evidence-based decisions. 3+ years running people operations at scale — most recently as HR Associate Partner at Amazon for a site of up to 1,700 associates — with a measurable record in absenteeism reduction, employee-relations turnaround, payroll, and compliance.

CORE COMPETENCIES

AI-Native People Operations · Employee Relations & Investigations · HR Operations · Payroll · POSH & DEI Compliance · Workforce / Labour Planning · HR Analytics & MIS · HRIS & ATS · Kaizen / Continuous Improvement · Engagement & Culture · Stakeholder Partnering

EXPERIENCE

HR Associate Partner (HR Business Partner) — Amazon, India

Aug 2024 – Present

People operations lead for large-scale fulfillment centers — currently ~1,200 (peak ~1,700) associates; previously ~500–900.

- Work AI-native across the HR operations stack: built the region's climate and tracking dashboards in days instead of weeks, and turn a month-plus of multilingual associate feedback into bucketed, actionable insight in hours — applying AI to reporting, analysis, and recurring operational work as the default way of working.
- Reduced site absenteeism from 16% to 10% in a single quarter (~38% reduction) through structured listening (focus groups), floor walks (Gemba), the WeCare program, and weekly labour-management planning.
- Ran a Kaizen/PDCA improvement cycle using focus groups as the measurement loop — baselining concerns, assigning actions, and verifying results — cutting respectful-leadership concerns by 90% and lifting the annual Employee Relations Assessment from 84 to 88.
- At a prior site, raised the annual Employee Relations Assessment from 82 to 90 over consecutive quarters by rebuilding trust through associate-centered leadership, Voice-of-Associate listening sessions, and faster case resolution.
- Closed numerous ER investigations (feedback, complaints, incidents) across both sites at a 100% closure rate, personally handling the most sensitive escalations.
- Own the region's absenteeism, POSH, and DEI dashboards — the source of truth for site climate — alongside purchase orders and team budgets.
- Run monthly site payroll and manage the manpower agency end-to-end on disciplinary cases and benefits, maintaining 100% labour compliance.

HR Executive — The Knest Manufacturers Pvt Ltd, Pune

Oct 2023 – Aug 2024

- Owned the full recruitment lifecycle end-to-end — candidate discovery through onboarding — hiring across GTM/Sales, Accounts, R&D, and Design Engineering.
- Ran site HR operations — employee relations, performance management, onboarding, HRIS and ATS — and used exit-interview analytics to surface retention drivers for leadership.

HR Executive, Employee Engagement — The Jendemark Pvt Ltd, Pune

Jan 2023 – Jul 2023

- Designed survey-led engagement and recognition programs, converting feedback into action plans; delivered leadership/communication workshops and ran full-cycle recruitment.

AWARDS & RECOGNITION

- **Game Changer Award (Q4 2025)** — for turning around the site's Employee Relations assessment performance.
- **Voice of Bearer Award (Q2 2025)** — for consistent action and improvement on associate voice and feedback.
- **Superstar Performer (2025)** — first month at a new site — rapidly reduced No-Call-No-Show numbers, immediate impact.
- **Regional Team Award (Q1 & Q2 2025)** — best attrition, physical-presence and D&I metrics in the Western region, two consecutive quarters.

EDUCATION

MBA, Human Resources — DY Patil Institute, Pune (2021–2023)

BBA, Finance — MITWPU, Pune (2018–

2021)