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Amazon Jobs Work From Home No Experience, Amazon Customer Service Job From Home – Apply Now

Description

Job Title: AWS Customer Success Associate (Public Sector & Enterprise)

Location: Remote – USA (Eligible States Only)

Employment Type: Full-Time

Compensation: \$35,000 – \$40,000/year

Role Overview

AWS Customer Service provides global support to a diverse range of business and government clients as they build mission-critical applications on AWS services, including **Amazon EC2** and **Amazon S3**.

As an **AWS Customer Success Associate**, you will serve as the primary point of contact for US Government (USG) and Enterprise clients. You will provide essential account support, billing analysis, and training to help customers navigate the AWS ecosystem. You will collaborate closely with **Technical Account Managers (TAMs)**, Sales teams, and Solutions Architects to ensure a seamless cloud experience.

Key Responsibilities

- **Account Management:** Act as a Subject Matter Expert (SME) for Enterprise account and billing inquiries.
- **Proactive Problem Solving:** “Dive Deep” into account data to identify and resolve underlying issues before they impact the customer.
- **Stakeholder Collaboration:** Partner with Technical Account Managers (TAMs) to provide comprehensive support for high-stakes government and enterprise accounts.
- **Technical Support:** Assist clients with platform navigation and basic training on AWS service billing and management tools.
- **Documentation:** Maintain accurate records of client interactions and resolution paths to improve the global support knowledge base.

Qualifications

Basic Requirements:

Hiring organization
AWS

Employment Type
Full-time

Job Location
Remote work from: US

Working Hours
8

Base Salary
USD 20 - USD 30

Date posted
April 3, 2026

Valid through
30.12.2026

- **Education:** Bachelor's Degree (any field).
- **Communication:** Exceptional written and verbal communication skills, with the ability to explain complex billing concepts to non-technical stakeholders.
- **Ownership:** A high degree of "Customer Obsession" and the ability to work independently in a remote environment.
- **Analytical Skills:** Strong attention to detail and the ability to analyze data to find root causes.

Preferred Skills:

- Familiarity with Cloud Computing concepts or AWS services (EC2, S3, etc.).
- Experience supporting Government or Enterprise-level clients.
- Previous experience in account management, finance support, or a technical help desk.

Why Join AWS?

- **Paid Training:** Comprehensive onboarding to learn the AWS cloud platform.
- **Growth Potential:** Amazon is a global leader in cloud computing with clear paths for career advancement.
- **Work-Life Balance:** 40-hour work weeks with flexible scheduling options in a remote-first environment.

How to Apply

1. Visit amazon.jobs.
2. Search for "**Customer Success Associate**" or "**AWS Support.**"
3. Submit your application and complete the online Virtual Job Tryout.