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

Hiring organization
Amazon Web Services (AWS)

Employment Type
Full-time

Job Location
Remote work from: US

Working Hours
8

Base Salary
USD 30 - USD 35

Date posted
August 27, 2026

Valid through
30.12.2026

Description

Job Title: AWS Customer Success Associate (Public Sector)

Hiring Organization: Amazon Web Services (AWS)

Location: Remote (USA)

Employment Type: Full-Time

Compensation: $35,000 – $40,000 per year

Role Overview

AWS Customer Support provides global assistance to a wide range of enterprise and government clients building mission-critical applications on the AWS cloud. As a **Customer Success Associate**, you will be the frontline advocate for US Government (USG) and Enterprise accounts, ensuring their billing and account management experience is as seamless as their technical infrastructure.

In this role, you aren't just answering questions—you are a**Subject Matter Expert (SME)** who collaborates with Technical Account Managers (TAMs) and Solutions Architects to help our largest customers scale efficiently.

Key Responsibilities

- **Account Advocacy:** Act as the primary point of contact for complex Enterprise billing, account access, and subscription inquiries.
- **Stakeholder Collaboration:** Partner with AWS Sales and Technical Account Managers (TAMs) to provide a unified support experience for high-stakes clients.
- **Proactive Analysis:** Use AWS internal tools to "Dive Deep" into account data, identifying and resolving potential issues before they impact the client.
- **Customer Education:** Guide clients through the AWS Management Console, providing training on billing tools and cost-management best practices.
- **Process Improvement:** Identify recurring friction points in the customer journey and propose solutions to internal operations teams.

Qualifications

Basic Requirements:

- **Education:** Bachelor's Degree (any field).
- **Communication:** Exceptional written and verbal communication skills with a focus on professional diplomacy.
- **Critical Thinking:** Ability to analyze complex data sets and navigate multiple software interfaces simultaneously.
- **Remote Readiness:** A dedicated, quiet workspace and reliable high-speed internet.

Preferred Skills:

- Previous experience in a technical support, fintech, or account management environment.
- Basic understanding of cloud computing concepts (knowledge of Amazon EC2 and S3 is a plus).
- Experience supporting Government or Enterprise-level stakeholders.

What We Offer

- **Paid Training:** Comprehensive onboarding covering the AWS cloud ecosystem.
- **Career Growth:** Clear pathways into Technical Account Management, Sales, or Operations.
- **Impact:** Work at the forefront of cloud technology, supporting the infrastructure that powers global governments and enterprises.

How to Apply

1. Visit **amazon.jobs**.
2. Search for "**AWS Customer Success**" or "**Public Sector Support.**"
3. Complete the online assessment and submit your resume for review.