# Customer Success Engineer - Take-Home Challenge

## Goal

See your ability to:

- Troubleshoot problems
- Help users with empathy
- Prioritize work
- Escalate issues to the team
- Write technical content

## Tasks

### Tutorial

Build an example of how to send a billing failure email using React Email and Resend. Write a companion tutorial of how to go from zero to sending an email. Share the project as a Github repo.

- Sending code should be written in Next.js
- Email example code should be written with React Email
- Tutorial should be written in the readme of the same repo
- ▶ An example email including an attachment and links to repo should be emailed to jonni@resend.com to mark completion.

### Customers Tickets

Take the customer tickets and do the following:

1. `Organize` : Label by issue types created by you
2. `Prioritize` : Label by number which tickets should be tackled first (1 is first) and describe why

3. `Process` : Log your internal process if there are any steps you'd take to debug the issue.

4. `Respond` : Provide a response to all tickets

5. `Escalate` : Identify one of the issues as a bug and write an escalation message to the Resend engineering team. Include how to reproduce and and why its important/urgent. It's ok if aspects of the message are fake because of incomplete information.

Provide the Escalation Message as well as a completed version of the customer tickets table with new columns for `Label` , `Priority` , `Internal Notes` , and `Response` . If you feel like a different format is better but still includes all three sections, go for it! You can include it in the Github readme above, Google Doc, Notion, Gist, or your preferred method.

| Ticket | Message | Label | Priority |
|--------|---------|-------|----------|
| RES-2984 | How do i create an email? | | |
| RES-1927 | I'm not sure how to add the TXT record at Vercel. Can you tell me how? | | |
| RES-5842 | I need to be able to receive emails from Resend. How do I do that? | | |
| RES-7921 | My emails suddenly stopped sending last night for 4 hours and thousands of magic links didn't send. What happened? This is unacceptable. | | |
| RES-3485 | When I send a request to trigger a notification, I get an error message in the system. The user does not receive the email, and the system displays an error message:<br>"Too many requests. You can only make 2 requests per second. See rate limit response headers for more information. Or contact support to increase rate limit." | | |
| RES-2196 | My emails are going to the spam folder at Gmail. What can I do to stop this? | | |
| RES-1348 | I'm seeing a ton of 403 errors on my account. How do I fix that? | | |

# Deadline

3 business days after receiving.

If you need an extension, please coordinate with jonni@resend.com.

# Deliverables

- Tutorial

- Example Email

- Customer Tickets

- Short video explanation (~3-5 minutes) about your take home process, ideation and execution. Any format is fine (we love Loom).