

Dr. A.E.R Degree & PG Colleges

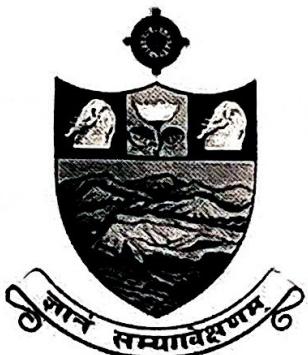
Affiliated to S.V. University, Tirupati
ICET: AERM | PGCET: AEPR



Program Book – Short Term Internship

BACHELOR OF COMMERCE
[B.COM(COMPUTER APPLICATIONS)]
SRI VENKATESWARA UNIVERSITY

DR.A.E.R DEGREE & P.G COLLEGE
#160,Varadaraja Nagar,K.T. Road, Tirupati-517501



BY
KOMMINENI REKHA CHOWDARY
(Reg.no. 0221028038)
Group : B.com(CA)
Year : III year – 5th semester

AP STATE COUNCIL OF HIGHER EDUCATION
(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

Program Book

Short Term Internship

AP STATE COUNCIL OF HIGHER EDUCATION
(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

Program Book for Short-Term Internship

Name of the Student: Kommineni. Rekha Chowdary

Name of the College: Dr. A. E. R. Degree (PG) College

Registration Number: 0291028038

Period of Internship: From: August - 2022 To: October - 2022

Name & Address of the Intern Organization : Future Skills - Smart Internz.
Salesforce Developer Catalyst

Instructions to Students

Please read the detailed Guidelines on Internship hosted on the website of AP State Council of Higher Education <https://apsche.ap.gov.in>

1. It is mandatory for all the students to complete 2 months (180 hours) of short-term internship either physically or virtually.
2. Every student should identify the organization for internship in consultation with the College Principal/the authorized person nominated by the Principal.
3. Report to the intern organization as per the schedule given by the College. You must make your own arrangements of transportation to reach the organization.
4. You should maintain punctuality in attending the internship. Daily attendance is compulsory.
5. You are expected to learn about the organization, policies, procedures, and processes by interacting with the persons working in the organization and by consulting the supervisor attached to the interns.
6. While you are attending the internship, follow the rules and regulations of the intern organization.
7. While in the intern organization, always wear your College Identity Card.
8. If your College has a prescribed dress as uniform, wear the uniform daily, as you attend to your assigned duties.
9. You will be assigned with a Faculty Guide from your College. He/She will be creating a WhatsApp group with your fellow interns. Post your daily activity done and/or any difficulty you encounter during the internship.
10. Identify five or more learning objectives in consultation with your Faculty Guide. These learning objectives can address:
 - Data and Information you are expected to collect about the organization and/or industry.
 - Job Skills you are expected to acquire.
 - Development of professional competencies that lead to future career success.
11. Practice professional communication skills with team members, co-interns and your supervisor. This includes expressing thoughts and ideas effectively through oral, written, and non-verbal communication, and utilizing listening skills.

12. Be aware of the communication culture in your work environment. Follow up and communicate regularly with your supervisor to provide updates on your progress with work assignments.
13. Never be hesitant to ask questions to make sure you fully understand what you need to do your work and to contribute to the organization.
14. **Be regular in filling up your Program Book. It shall be filled up in your own handwriting. Add additional sheets wherever necessary.**
15. At the end of internship you shall be evaluated by your Supervisor of the intern organization.
16. There shall also be evaluation at the end of the internship by the Faculty Guide and the Principal.
17. Do not meddle with the instruments/equipment you work with.
18. Ensure that you do not cause any disturbance to the regular activities of the intern organization.
19. Be cordial but not too intimate with the employees of the intern organization and your fellow interns.
20. You should understand that during internship programme, you are the ambassador of your College, and your behavior during the internship programme is of utmost importance.
21. If you are involved in any discipline related issues, you will be withdrawn from the internship programme immediately and disciplinary action shall be initiated.
22. Do not forget to keep up your family pride and prestige of your College.

**An Internship Report
On
(Title of the Internship)**

Submitted in accordance with the requirement for the degree of.....

Name of the College: Dr. A.E.R. Degree / PG College

Department: B.com (CA)

Name of the Faculty Guide: Dr. M. Eswara Reddy

Duration of the Internship: From August.. To October-2022

Name of the Student: Kommeni Rekha Chowdary.

Programme of Study : Salesforce Developer

Year of Study: 2021 - 2022

Register Number: 0221028038

Date of Submission: 30/11/2022

Student's Declaration

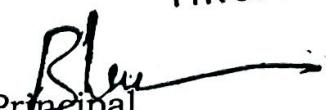
I, K. Rekha Chowdary a student of B.Com (A) Program, Reg. No. Q22D28038.....of the Department of Commerce...Dr. A.E.R. Degree/P.G College do hereby declare that I have completed the mandatory internship from August to October...in Salesforce Developer (Name of the intern organization) under the Faculty Guideship of Dr. M. Eswara Reddy (Name of the Faculty Guide), Department of....Commerce..... Dr. A.E.R...Degree./P.G..... (Name of the College)

 30/4/22
(Signature and Date)

Endorsements


Faculty Guide


HEAD, DEPARTMENT OF COMMERCE
Dr. A.E.R. DEGREE / P.G. COLLEGE
TIRUPATI -


Principal
PRINCIPAL
Dr. A.E.R. Degree / P.G. COLLEGE
TIRUPATI

Certificate from Intern Organization

This is to certify that K.Rekha.Chowdhury... (Name of the intern) Reg. No.Q221028038... of D.A.E.R.Degree PG College Name of the College underwent internship in Future Skills Smart Internz (Name of the Intern Organization) from August 2022 to October 2022...

The overall performance of the intern during his/her internship is found to be Satisfactory. (Satisfactory/Not Satisfactory).

Authorized Signatory with Date and Seal

ACKNOWLEDGEMENTS

I would like to Express my Special thanks of gratitude to My Nodal officer Mr. S. Akhil Ansari as well as our Principal Mr. Vijay Bhaskar Reddy Sir Who gave the golden Opportunity to do this Wonderful Internship on the Salesforce platform.

I would also like to Extend my gratitude to the Mentors of my Internship program Mr. Rakesh Bhoomani; Mr. Phani Varma ; Mr. Hazari Ajay Kumar and Mr. Tanakesh.

Secondly, I would also like to thank my Parents and friends who helped me a lot in finalizing this internship within the limited time frame.

lastly, I like to thank all my Supporters who have motivated me to fulfill the Internship before the Timeline.

Rekha Chaudhary.K

CHAPTER 1: EXECUTIVE SUMMARY

The internship report shall have only a one-page executive summary. It shall include five or more Learning Objectives and Outcomes achieved, a brief description of the sector of business and intern organization and summary of all the activities done by the intern during the period.

Salesforce is the World's first CRM (Customer Relationship Management) where it Unites Marketing, Sales, Commerce, IT etc teams to their Customers to deliver a better Service.

Learning Objectives :-

1. Introduction to Salesforce
2. Salesforce CRM

Outcomes Achieved :-

1. Salesforce User basics
2. Salesforce Quick Look.
3. Salesforce CRM.

Brief Description :-

This program consists of live Sessions; Hands-on Practical activities; Mentoring Support and Working on Superbadges on Trailhead platform. It have Curated a few best modules on the trailhead platform that help to get Ready for the Bootcamp.

CHAPTER 2: OVERVIEW OF THE ORGANIZATION

Suggestive contents

- A. Introduction of the Organization
- B. Vision, Mission and Values of the Organization
- C. Policy of the Organization, in relation with the intern role
- D. Organizational Structure
- E. Roles and responsibilities of the employees in which the intern is placed.
- F. Performance of the Organization in terms of turnover, profits, market reach and market value.
- G. Future Plans of the Organization.

Introduction, Vision, Mission, Values and Policy of the Organization :-

- * Salesforce is a cloud-based Software that provides its Customers with a platform to develop their Own Applications.
- * Salesforce helps businesses keep track of Customer interactions and Sales data. It enables Organizations of Every Size and industry to better Understand and Connect With their Customers at a deeper level.

Organizational Structure, Roles and Responsibilities and Performance :-

- * Salesforce is "led by a Relatively large Executive Team". (Geographic)
- * The Role and Responsibility is to analyze the processes in the Company, design the CRM Workflows in Salesforce, and also provide Custom Solutions for Specific business Requirements.
- * Salesforce revenue has increased by 24.27% Over the Previous Fiscal Year.

Future Plans :-

- * Integrate data Science and big data Capabilities to its Service cloud and Marketing cloud. Salesforce Pave More technical advancement in the automating work.

CHAPTER 3: INTERNSHIP PART

Description of the Activities/Responsibilities in the Intern Organization during Internship, which shall include - details of working conditions, weekly work schedule, equipment used, and tasks performed. This part could end by reflecting on what kind of skills the intern acquired.

Activities / Responsibilities in the Intern Organization during Internship :=

- * Identifying five (More) Learning Objectives in Consultation With Mentor:
 - a) Data and information to be collected about the Course and Company.
 - b) Job Skills that are expected to acquire.
 - c) Development of Professional Competencies that lead to future Career Success.

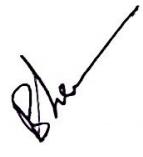
Details of Working Conditions, Weekly Work Schedule, Equipment Used :=

- * It is Mandatory to Complete 2 months (180 hours). Daily attendance is Compulsory.
- * It includes the Work to be done Within 5 Weeks.
- * The main Equipments that are Used to do this Internship are:
 - a) Internet Connectivity
 - b) Laptop (or) Mobile

Tasks Performed :=

- * Follow Up With Leads.
- * Send Out Proposals.
- * Development of Solutions and Coordination and Execution of Some activities.

ACTIVITY LOG FOR THE FIRST WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Salesforce User Basics	<ul style="list-style-type: none"> 1. Getting Started With Salesforce 2. Work with Salesforce 	
Day - 2	Salesforce Quick look	<ul style="list-style-type: none"> 1. Learning about the Salesforce and its Values. 	
Day - 3	Salesforce CRM	<ul style="list-style-type: none"> 1. Description of Salesforce and CRM. 2. key features of CRM. 	
Day - 4	Salesforce platform for business Users	<ul style="list-style-type: none"> 1. Salesforce Architecture. 2. Navigate Setup. 3. Powerup With Appexchange 	
Day - 5	Salesforce User Tour	<ul style="list-style-type: none"> 1. Working With Leads and Opportunities. 2. Checking Dashboards. 	
Day - 6	Salesforce licensing	<ul style="list-style-type: none"> 1. Understanding licenses works and functionality. 2. Keep Up with Upgrades 	

WEEKLY REPORT

WEEK - 1 (From Dt. 15/08/2022. to Dt. 20/08/2022..)

Objective of the Activity Done:

Detailed Report:

Introduction to Salesforce ; Salesforce CRM

In the First Week of my internship, I have done the following,
Salesforce Internship User Journey :-

Step-1 : Enrollment in Smartinternz platform (<https://smartinternz.com/sharp-apsche>)

Step-2 : Join Telegram from the guidance to the Queries from the Mentors
(<https://t.me/+04-m1vjo1SRKMDMq>).

Step-3 : Create Trailhead Account (URL : <https://trailhead.salesforce.com>)

Step-4 : Login to the Smartinternz platform by the help of mail Received.

Step-5 : Login as a Student in the Smartinternz platform
(URL : <https://smartinternz.com>)

Step-6 : Enter the login Credentials that have received in the mail and Select the I'm not a robot box and then click on login.

Step-7 : Click on the Internship to access Resources of Selected track.

Step-8 : Upload the Trailhead profile URL in the Courses of Smartinternz.

Step-9 : Start learning On the Respective Selected track.

Admin : <https://trailhead.salesforce.com/users/smartbridge-support/trailmixes/Smartinternz-admin>

Developer : <https://trailhead.salesforce.com/users/smartbridge-support/trailmixes/developer>.

Activity :-

By doing the above process, an User can gain knowledge about the Salesforce and by the Completion of basic Modules, Salesforce CRM can be known.

ACTIVITY LOG FOR THE SECOND WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Lightning Experience Basics	<ul style="list-style-type: none"> 1. Key features of Lightning Experience. 2. Workflow and Productivity. 	
Day - 2	Salesforce Customer 360 : Quick Look	<ul style="list-style-type: none"> 1. Power of Salesforce Customer 360 2. Salesforce helps Connect. 	
Day - 3	The Fourth Industrial Revolution : Quick Look	<ul style="list-style-type: none"> 1. Fourth Industrial Revolution. 2. Physical and Digital impacts. 	
Day - 4	Salesforce Developer Career Path	<ul style="list-style-type: none"> 1. Skills of Salesforce Developer 2. Data Modeling. 	
Day - 5	Trailhead and Trailblazer Community	<ul style="list-style-type: none"> 1. Difference between : <ul style="list-style-type: none"> a) Module and Project b) Topic and Group. 	
Day - 6	Salesforce Platform Basics	<ul style="list-style-type: none"> 1. App Exchange Strategy 2. Terms related to the Salesforce Architecture. 	

WEEKLY REPORT

WEEK - 2 (From Dt. 22/02/2022. to Dt. 27/02/2022.)

Objective of the Activity Done:

Basics of Salesforce ; Lightning Experience

Detailed Report:

The following information provides the detailed Report of the Objective of the Activity Done in Week-2 :-

1. Lightning Experience basics :-
 - a) Evaluate the Org's readiness.
 - b) Describe potential issues.
 - c) Gives User access to the New interface.
2. Salesforce Customer 360 : Quick Look :-
 - a) Explain What Salesforce does.
 - b) Gives real-world Customer Experience.
 - c) Extending the power of Salesforce Customer.
3. The Fourth Industrial Revolution : Quick Look :-
 - a) Scope of the Fourth industrial Revolution.
 - b) Drivers of the Fourth Industrial Revolution.
 - c) Thrive in the Fourth Industrial revolution.
4. Salesforce Developer Career path :-
 - a) Role of Salesforce Developers.
 - b) Describe What Salesforce developers do.
 - c) Analyze and Understand business Requirements.
5. Trailhead and Trailblazer Community :-
 - a) Installing an app on package.
 - b) Creating Trailblazer identity.
 - c) Navigation to Trailhead & Trailblazer Community.
6. Salesforce Platform Basics :-
 - a) Creating a Trailhead playground.
 - b) Difference between No code & Programmatic Development.
 - c) Sample Use Cases for the platform.
 - d) Install an app from AppExchange.

ACTIVITY LOG FOR THE THIRD WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Platform Development Basics	<ul style="list-style-type: none"> 1. Organizational and User Setup. 2. Navigation Bar Events. 	
Day - 2	Customize a Salesforce Object	<ul style="list-style-type: none"> 1. Maintain data Quality 2. History Tracking 3. Data Validation 	
Day - 3	Data Modeling	<ul style="list-style-type: none"> 1. Standard Object. 2. Custom Object. 3. Types of Custom fields 	
Day - 4	Duplicate Management	<ul style="list-style-type: none"> 1. Creating matching rules 2. Options for Customizing matching rules 	
Day - 5	Data Management	<ul style="list-style-type: none"> 1. Import Data 2. Export Data 3. Data Export Service 	
Day - 6	Quick Start Process Builder	<ul style="list-style-type: none"> 1. Object Creation 2. Process Builder - Workflow tool. 	

WEEKLY REPORT

WEEK - 3 (From Dt. 29/08/2022. to Dt. 03/09/2022.)

Objective of the Activity Done:

Development Basics

Detailed Report:

Below data gives the Objective of the Activity Done in Week-3 :-

1. Platform Development Basics :-
 - a) Defining the Salesforce platform.
 - b) Describing the DreamHouse Scenario.
 - c) Using the platform across multiple departments.
2. Customize a Salesforce Object :-
 - a) Managing Multiple business Scenarios with Record types & business processes.
 - b) Creating Validation Rules.
 - c) Creating Account Page Layouts.
3. Data Modeling :-
 - a) Creating Object Relationships.
 - b) Working with Schema builder.
 - c) Creating or Modifying Lookup relationship.
4. Duplicate Management :-
 - a) Improving data Quality in Salesforce.
 - b) Identifying Solutions for resolving and preventing duplicate data.
5. Data Management :-
 - a) Describing and Comparing the different Options for importing data into Salesforce.
 - b) Listing the Steps involved in preparing and importing data.
 - c) Exporting data manually Using the Data Export Service.
6. Quick Start process Builder :-
 - a) Creating a New Process on the account Object.
 - b) Adding process Criteria and testing the Process.
 - c) Adding the Process Action.

ACTIVITY LOG FOR THE FOURTH WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	leads and Opportunities for lightning Experience	1. Creating leads 2. Converting Leads. 3. Opportunity Creation.	
Day - 2	Automate Business for Recruiting App	1. Creating flow 2. Creating an approval process.	
Day - 3	Build a Discount Approval Process	1. Approval Process Creation 2. Initial Submission actions.	
Day - 4	Keep Data Secure in Recruiting App	1. Creating Custom Profiles. 2. Data Restriction. 3. Field-level Security.	
Day - 5	Visualforce Basics	1. Visualforce Pages: a) Creating b) Editing.	
Day - 6	Quick Start Lightning Web Components	1. Setting Up of Visual Studio Code 2. Salesforce DX Environment	

WEEKLY REPORT

WEEK - 4 (From Dt.05/09/2022. to Dt.10/09/2022.)

Objective of the Activity Done:

Detailed Report:

Lightning Experience ; Recruiting App

The Objective of the Activity Done is Mentioned Below in Week-4 :-

1. Leads and Opportunities from Lightning Experience :-

- a) Creating and Converting Leads as potential Customers.
- b) Selling as a team and Splitting the Credit.
- c) Visualizing the Success with Path and Kanban.

2. Automate Business from Recruiting App :-

- a) Building an Automation from Creating Interviewer Records.
- b) Creating Automation for Submitting positions for Approval.
- c) Creating a Candidate Rating Flow.

3. Build a Discount Approval process :- a) preparing an Org.

- b) Specifying the final approval and rejection actions.

4. keep data Secure in Recruiting App :- a) Restriction of Data Access with Field-level

Security, Permission Sets, and Sharing Settings.

- b) Modifying and Creating Profiles.

5. Visualforce Basics :- a) Using Simple Variables ; Formulas ; Standard Controllers.

- b) Creating and Using Custom Controllers

- c) Displaying of Records, Fields and Tables

6. Quick Start Lightning Web Components :-

- a) Creating a hello world lightning Web Component.

- b) Installing Salesforce CLI.

- c) Creating and Deploying a lightning Web Component.

ACTIVITY LOG FOR THE FIFTH WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Apex Basics and Database	1. Subjects Usage 2. SOQL Queries 3. SOSL Queries.	
Day - 2	Apex Triggers	1. Trigger Context Variables Usage. 2. DML Operations.	
Day - 3	Apex Specialist	1. Automate Record Creation 2. Test automation logic. 3. Test Scheduling logic.	
Day - 4	Apex Integration Services	1. Overview of the Apex integration. 2. Apex REST Callouts.	
Day - 5	Process Automation Specialist	1. Identification of flow elements. 2. Screen flow Distribution.	
Day - 6	Developer Super Set	1. Apex Development. 2. Process Automation. 3. Apex Coding Skills.	

WEEKLY REPORT

WEEK - 5 (From Dt.12/09/2022. to Dt.17/09/2022.)

Objective of the Activity Done:

Developer Superset

Detailed Report:

In the Week-5, I have done the following,

Details of the Objective of the Activity Done is Mentioned below:

1. Apex Basics and Database :-
 - a) key features of Apex Programming language.
 - b) Using the Developer Console.
 - c) Debug of logs.
2. Apex Triggers :-
 - a) Writing a trigger for a Salesforce Object.
 - b) Calling a class method from a trigger.
 - c) Using the `sObject (addErrors)` method in a trigger to restrict Save Operations.
3. Apex Specialist :-
 - a) Synchronizing Salesforce data with an External System Using asynchronous REST Callouts.
 - b) Scheduling Synchronization Using Apex Code.
4. Apex Integration Services :-
 - a) Describing the differences between Web Service and HTTP Callouts.
 - b) Apex SOAP Callouts and Web Services.
5. Process Automation Specialist :-
 - a) Demonstrating the automation, enhancement and troubleshooting for approval processes.
 - b) Identifying the flow elements for Scalability and improved performance.
 - c) Demonstration of Screen flow distribution and Screen flows.
6. Developer Super Set :-
 - a) Demonstrating the programmatic skills with Apex and Writing the Apex Unit tests.
 - b) Identifying the process automation tools and strategies.

CHAPTER 5: OUTCOMES DESCRIPTION

Describe the work environment you have experienced (in terms of people interactions, facilities available and maintenance, clarity of job roles, protocols, procedures, processes, discipline, time management, harmonious relationships, socialization, mutual support and teamwork, motivation, space and ventilation, etc.)

As a part of internship, I am an intern to the Salesforce in the developer track. This is completely different from what we have studied in the earlier. To complete the given tasks in time, I have given my complete efforts and the help given by the mentors was really appreciated.

Mentors of Salesforce had conducted live sessions four weeks in order to :-
1. Explain the Topics
2. clarify the doubts
3. provide more knowledge.

Working with Salesforce was a great experience to me. The interaction is very smooth and the management also clarifies the role of a job in proper manner.

The procedure and processes included in Salesforce developer catalyst completion is very simple; neat and clean. For the completion of each and every module in a trailmix includes some amount of marks.

In the Salesforce, even if mentor was not available, we can take the help of an agent which is available at every time. It is non-program and very easy to solve. Salesforce is used for streamlining sales, service and marketing activities via industry-specific products and seamless software integration.

Finally, the experience with Salesforce is great provided with good environment.

Describe the real time technical skills you have acquired (in terms of the job-related skills and hands on experience)

Technical Skills are the specialized knowledge and expertise required to perform specific tasks by using specific tools. Real-time technical skills of Salesforce includes :-

1. Job-related Skills
2. Hands-on Experience.

1. Job-related Skills.

Job-related Skills are the various abilities that we use to complete the work from workplace skills to technical skills. Some of the Job-related Skills are :-

- 1) Time Management

- 2) Programming
- 3) Self-Management
- 4) Resilience
- 5) Oral and Written Communication Skills.
- 6) Critical Thinking and Problem Solving.

2. Hands-on Experience.

Hands-on Experience is the knowledge or skill that can be gained by doing something rather than just reading or seeing. Acquired hands-on Experience in Salesforce are :-

- 1) Building the Salesforce Org

- 2) Being as a Volunteer with Nonprofit Orgs.
- 3) Rebuilding the Workflow rules and Process builder.
- 4) Creating a presentation.
- 5) Performing Freelance Work (Working for Ourselves, rather than for a Company)

Describe the managerial skills you have acquired (in terms of planning, leadership, team work, behaviour, workmanship, productive use of time, weekly improvement in competencies, goal setting, decision making, performance analysis, etc.

Managerial Skills are the abilities and traits that are needed to perform certain duties. Some of Managerial Skills that I have acquired in this Salesforce Platform are :-

1. Planning ; Leadership ; Teamwork and Behaviour.
2. Workmanship ; Goal Setting ; Decision Making.
3. Usage of time ; Weekly Improvement.

1. Planning ; Leadership ; Teamwork and Behaviour :-

* In Salesforce, planning is to Set goals and Strategies for the future.

* Leadership in Salesforce include : a) Integrity

b) Innovation

c) Courage ; Focus ; Trust

* Teamwork Leads to the Dreamwork.

* Behaviour depends Upon the Communication.

2. Workmanship ; Goal Setting ; Decision Making :-

* The Workmanship in Salesforce is depended upon the belief.

* Goal Setting Should be SMART (Specific ; Measurable ; Achievable ; Relevant and time-bound).

* Decision-making Can be done by acts, Events, Outcomes and Payoffs.

3. Usage of time ; Weekly Improvement :-

* In Salesforce, Usage of time helps to offer Several features to a User.

* Weekly Improvement Should be gradually get increased in terms of Work efficiency and resolving of issues.

Describe how you could improve your communication skills (in terms of improvement in oral communication, written communication, conversational abilities, confidence levels while communicating, anxiety management, understanding others, getting understood by others, extempore speech, ability to articulate the key points, closing the conversation, maintaining niceties and protocols, greeting, thanking and appreciating others, etc.,)

Communication Skills are the abilities to Convey or Share ideas Effectively. According to situations that I had Experienced during my Work, Communication Skills include :-

- a) Conveying messages / Information without misleading or misinterpretation Others.
- b) Effectively Communicating with a range of people from all Walks of life.

Oral Communication :-

Generally, Oral Communication is the ability to Speak and Listen Effectively for the purpose of informing ; persuading. This can be developed by :-
1) Interactions
2) Public Speaking
3) Formal Presentation.

My Mentors helped me a lot to improve my Oral Communication in a better Way through live Sessions.

Written Communication :-

By participating in this internship, I came to know that the Written Communication means Expressing oneself clearly by Using the language with Precision ; Constructing a logical argument ; note taking ; editing and Summarizing and Writing reports. I had improved my Written Communication by taking a total Summary Upon Completion of a Module.

Describe how could you could enhance your abilities in group discussions, participation in teams, contribution as a team member, leading a team/activity.

Abilities Enhanced by doing this Internship :-

Ability is the power or Capacity to do or act physically, Mentally, legally, morally, Financially etc.. Competence in an activity or Occupation would be arising because of One's Skill, Training or any other Qualification. By doing this Internship my abilities were enhanced through :

1. Group Discussion

2. Participating in teams

3. Contribution as a Team Member

4. Leading the activity

1. Group Discussion :

* Generally, A group consists of a set of Users ; Individual Users ; Other groups too.

* My ability in group discussion was enhanced by attending the live sessions.

2. Participating in Teams :

* By participating in teams, the Salesforce account teams allows us to identify the working of an account and its Role.

* It allows Poor record and Report Sharing too.

3. Contribution as a Team Member :

* Taking part as Contribution as a team member in this Salesforce made me to enhance my ability of Completing the work in correct time.

4. Leading the Activity :

* The leading of an activity can be enhanced through : a) Time Management

b) Work Completion

c) Knowledge of that topic.

Describe the technological developments you have observed and relevant to the subject area of training (focus on digital technologies relevant to your job role)

Technological development is the overall process of invention, innovation and diffusion of technology or processes. Technological development is also termed as Technological change too.

Technological development includes four phases. They are :-

- 1) Research and Development.
- 2) Ascent
- 3) Maturity
- 4) Decline.

By doing this internship in the Salesforce platform, I learnt the process of technological development in a better way. Even my Mentors helped me a lot in the process of learning Technological Development.

Digital Technology :-

Salesforce internship made me to learn about the digital technologies relevant to my job role i.e., Salesforce developer Catalyst. Generally, Salesforce itself is a digital technology.

Salesforce is the cloud Computing Service that Specially looks into the Customer Relationship Management (CRM) and Digital Technology.

By the Completion of Internship in this Salesforce platform, I learnt a lot about digital technology.

The process of Using digital technologies to create new or modify existing business processes; Culture and customer experience to meet changing business and Market Requirements is Considered as Digital technology and it is Completely Relevant to My Job Role too.

Student Self Evaluation of the Short-Term Internship

Student Name: & Registration No: Kommineni Rekha Chowdary - 0221028038

Term of Internship: From August To October - 2022

Date of Evaluation: 30/11/2022

Organization Name & Address: Future Skills - Smart Internz

Name & Address of the Supervisor
with Mobile Number:
Mr. Vijay Bhaskar Reddy

Please rate your performance in the following areas:

Rating Scale: Letter grade of CGPA calculation to be provided

1) Oral communication	1	2	3	4	5
2) Written communication	1	2	3	4	5
3) Initiative	1	2	3	4	5
4) Interaction with staff	1	2	3	4	5
5) Attitude	1	2	3	4	5
6) Dependability	1	2	3	4	5
7) Ability to learn	1	2	3	4	5
8) Planning and organization	1	2	3	4	5
9) Professionalism	1	2	3	4	5
10) Creativity	1	2	3	4	5
11) Quality of work	1	2	3	4	5
12) Productivity	1	2	3	4	5
13) Progress of learning	1	2	3	4	5
14) Adaptability to organization's culture/policies	1	2	3	4	5
15) OVERALL PERFORMANCE	1	2	3	4	5


Signature of the Student

Evaluation by the Supervisor of the Intern Organisation

Student Name: & Registration No: Kommineni Rekha chowdary - 0221028028

Term of Internship: From August-2022 To October-2022

Date of Evaluation: 30/11/2022

Organization Name & Address: Future Skills - Smart Interns

Name & Address of the Supervisor
with Mobile Number:
Mr. Vijay Bhaskar Reddy

Please rate the student's performance in the following areas:

Please note that your evaluation shall be done independent of the Student's self-evaluation

Rating Scale: 1 is lowest and 5 is highest rank

1) Oral communication	1	2	3	4	5
2) Written communication	1	2	3	4	5
3) Initiative	1	2	3	4	5
4) Interaction with staff	1	2	3	4	5
5) Attitude	1	2	3	4	5
6) Dependability	1	2	3	4	5
7) Ability to learn	1	2	3	4	5
8) Planning and organization	1	2	3	4	5
9) Professionalism	1	2	3	4	5
10) Creativity	1	2	3	4	5
11) Quality of work	1	2	3	4	5
12) Productivity	1	2	3	4	5
13) Progress of learning	1	2	3	4	5
14) Adaptability to organization's culture/policies	1	2	3	4	5
15) OVERALL PERFORMANCE	1	2	3	4	5


Signature of the Supervisor

S. No	Modules	Module Link on Trailhead	Solution Links
1	Salesforce Quick Look	https://trailhead.salesforce.com/content/learn/modules/salesforce-quick-look?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=f2JzrZ_2zFw
2	Trailhead Quick Look	https://trailhead.salesforce.com/content/learn/modules/trailhead-quicklook?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=W7Lk80cabuE
3	Trailblazer Community Quick Look	https://trailhead.salesforce.com/content/learn/modules/trailblazer-community-quick-look?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=7Nm-hiCR2NY
4	Salesforce Credentials Quick Look	https://trailhead.salesforce.com/content/learn/modules/salesforce-credentials-quick-look?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=9YDrTPsin4o
5	Setup Quick Look	https://trailhead.salesforce.com/content/learn/modules/setup-quick-look?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=lzMumam7NY
6	Trailhead Navigation Quick Look	https://trailhead.salesforce.com/content/learn/modules/trailhead-navigation-quick-look?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=A5vKFyq1A8M
7	Quick Start Lightning App Builder	https://trailhead.salesforce.com/content/learn/projects/quickstart-app-builder?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=JZ1BCkGGiHY
8	Lightning Experience for Salesforce Mobile App	https://trailhead.salesforce.com/content/learn/modules/lightning-experience-for-salesforce-mobile-app?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=8mJcvDSJwxs
9	Quick Start Build A Salesforce App	https://trailhead.salesforce.com/content/learn/projects/quickstart-devzone-app?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=Vr4kCldq7kE
10	Trailhead Playground Management	https://trailhead.salesforce.com/content/learn/modules/trailhead_playground_management?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=PkwCrEVG9Bs
11	Formulas and Validations	https://trailhead.salesforce.com/content/learn/modules/point_click_business_logic?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=MTIK-CrpeOM
12	Approve Records with Approval Processes	https://trailhead.salesforce.com/content/learn/modules/business_process_automation?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=RmdOrUrCNA
13	Leads & Opportunities for Lightning Experience	https://trailhead.salesforce.com/content/learn/modules/leads_opportunities_lightning_experience?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=cv-avFKMnG8
14	Process Automation Specialist	https://trailhead.salesforce.com/content/learn/modules/superbadge_process_automation?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=9LGW33WEAvc&list=PLdFjgcGuma_GqsDf8i508qYp9D113si8i
15	Apex Triggers	https://trailhead.salesforce.com/content/learn/modules/apex_triggers?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=E987cZ4uS74
16	Apex Testing	https://trailhead.salesforce.com/content/learn/modules/apex_testing?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=oDQkrri16sg
17	Asynchronous Apex	https://trailhead.salesforce.com/content/learn/modules/asynchronous_apex?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=RM3snNCIXza
18	Apex Integration Services	https://trailhead.salesforce.com/content/learn/modules/apex_integration_services?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=5Y38VviRTWo&t=12s
19	Apex Specialist	https://trailhead.salesforce.com/content/learn/superbadges/superbadge_apex?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	https://www.youtube.com/watch?v=lv90BLojc2w&list=PLEAUyxevabkU2m6iYZzoJR7T3eVwq7A
20	Developer Super Set	https://trailhead.salesforce.com/content/learn/superbadges/superbadge_developer_superset?trailmix_creator_id=smartbridgesupport&trailmix_slug=developer	Quiz



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Kommineni Rekha Chow...

Student at Dr.A.E.R Degree college
Andhra Pradesh, India

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Complete the capstone assessment to earn the Security Specialist Superbadge.



Superbadge User Access Specialist Superbadge

Completed March 14, 2023

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CERTIFICATE OF COMPLETION

November 30, 2022

Rekha Chowdary Kommineni

Salesforce Developer Virtual Internship

During the 8 Weeks period of Virtual Internship (August-October 2022), Rekha chowdary Kommineni has completed the following Salesforce Trailhead modules

Salesforce Fundamentals
Organizational Setup
Relationship & Process Automation
Types Of Flows & Security
Apex, Testing & Debugging
VS Code Setup & CLI Setup
Lightning Web Components (LWC) & API

Super Badge - Apex Specialist
Super Badge - Process Automation Specialist

Certificate ID: SISFVIPAD2022-35203 | Verify this certificate @ https://smartinternz.com/internships/salesforce_certificates/8c19c8f5a3b029dbbb74fa00624201ed

Shri Buddha Chandraseker

Chief Coordinating Officer(CCO),
NEAT Cell-AICTE

Prof K. Hemachandra Reddy

Chairman, Andhra Pradesh State
Council for Higher Education

Mr Amarender Katkam

Founder & CEO, TheSmartBridge &
SmartInternz