**Summer Internship Report**

Submitted

by

**Prameela – AP20110010120**

****

**Department of Computer Science and Engineering**

**SRM University-AP, Andhra Pradesh, India**

**September - 2022**

|  |  |  |
| --- | --- | --- |
| DATA SHEET | | |
| Roll Number | : | AP20110010120 |
| Name of the student | : | Prameela Nannapaneni |
| Branch & Section | : | CSE B |
| Batch | : | 2020-2021 |
| Type of internship | : | Industry internship |
| Company Name/Institute Name | : | Smartbridge |
| Company/Institute Website | : | https://www.thesmartbridge.com/ |
| Start Date (MM/DD/YYYY) | : | 16/06/2022 |
| End Date (MM/DD/YYYY) | : | 06/08/2022 |
| Duration (No. of days) | : | 50 days |
| Status of the internship | : | Completed |
| Name of internship mentor  (SRM Faculty) | : | Dr. Manikandan V. M |
| Signature of the student | : |  |

**ACKNOWLEDGEMENT**

The internship that I did with Smartbridge was a great learning opportunity. I will strive to use gained skills and knowledge in the best possible way, and I will continue to work on their improvement, to attain my desired career objectives.

I express my deepest thanks to my mentors: Tarakesh, Rakesh Bhoomani, Hazari Ajay Kumar, and Phani Varma for their constant support throughout the internship.

I would like to thank the CRCS department for their support and advice to get and complete an internship in the above-said organization.

I am extremely grateful to my family and friends who helped me successfully complete this internship.

**TABLE OF CONTENTS**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Content** | **Page No.** |
| 1 | Introduction | 5 |
| 2 | The objective of the Internship | 5-6 |
| 3 | Skills acquired through the internship | 6 |
| 4 | Overview of the project carried out during the internship | 7 |
| 5 | Conclusion | 7 |

1. INTRODUCTION

Smartbridge is an EdTech organization that is a common platform for students, educators, and employees to fill the gap between academics and industry. Their mission is to build technology communities to encourage students toward innovation & entrepreneurship. Smartbridge has launched this Virtual Internship program supported by salesforce through the smartinternz platform and in partnership with AICTE.

Salesforce is a Customer Relationship Management (CRM) platform that helps businesses sell, service, market, analyze and connect with their customers. Salesforce’s mission is “to empower companies to connect with their customers in a whole new way.”

Since its establishment, Smartbridge has helped many students achieve their goals by improving their skills. They are building the Nex-Gen Talent pool with skills in emerging technologies i.e., Artificial Intelligence, Data Science, Internet of Things (IoT), Robotics, Blockchain, Quantum Computing, and Cyber Security. Our unique models of project-based learning, micro-skilling, and Internships help students in building their competency & get ready for industry.

1. OBJECTIVE OF THE INTERNSHIP

The primary objective of the internship is to generate an understanding of the work environment and engage oneself in the work environment. Internships are a great source of real-world experience and skill development. This would help toward growth in my academic as well as personal development.

Apart from general objectives, the specific objectives are below:

* To acquire exposure in the working environment resulting in practical knowledge, teamwork spirit, confidence, and diplomacy development.
* To develop skills that are helpful for one’s career.
* To learn and apply theoretical knowledge practically in the workplace.
* To develop interpersonal, managerial, and communication skills.
* To develop a sense of responsibility and working habits.
* To come up with possible strategies to gain a competitive advantage.
* To be a valuable asset to the organization by contributing positive aspects.

1. SKILLS ACQUIRED THROUGH THE INTERNSHIP

During my internship with Smartinternz, I understood the Salesforce platform's fundamental capabilities for managing business processes. I gained knowledge of data modeling, data security, Apex triggers and classes, validation methodologies, as well as Apex integration services skills. I was able to use these skills in completing my project.

I also learned how to logically customize apps using formulas and validation rules and build business process models utilizing process builders and flows. I learned the basics of Apex (Object-oriented programming used by developers to execute flow and transaction control statements on the Lightning platform server).

I understood how to create a connection between a specific salesforce instance and another database or system. The work was challenging but I was able to complete it. I gained more confidence in myself and it was a valuable experience.

1. OVERVIEW OF THE PROJECT/WORK CARRIED OUT DURING THE INTERNSHIP

I was given a project that included a salesforce fundamental setup and two super badges: Apex Specialist, and Process Automation Specialist. These consisted of many tasks that are useful in developing the salesforce platform according to the given instructions.

Tasks given in fundamental setup are: to build flows and processes, create an approval process for the record, and data security, and build applications and data models for applications.

The Apex specialist super badge consisted of creating apex classes and triggers, and writing tests to test all the logic of apex classes and triggers. The main task here is testing and debugging apex codes. This skill is useful to develop high-quality apps which improve production and customer trust.

The Process Automation specialist super badge includes creating custom objects, defining opportunity sales processes, creating flows and processes, and automating lead ownership and business processes.

1. CONCLUSION

From my internship, I learned the skills required to develop a salesforce platform. The experiences I encountered during the internship allowed me to develop my thinking and problem-solving skills. I think I still need to work on my programming skills and I need to build up my public speaking skills as well. However, the overall experience was good, and I’m sure everything I learned will be useful in my career later.