

ENDAVA INTERNSHIP PROGRAMME | AUTUMN 2023

STUDY MATERIALS FOR SALESFORCE SPECIALIST

The **Salesforce Specialist** Internship is an exciting opportunity for individuals looking to gain hands-on experience and valuable skills in one of the most widely used customer relationship management (CRM) platforms, Salesforce.

As a Salesforce Specialist Intern, you will work closely with a team of professionals to support and optimize Salesforce solutions, contributing to the configuration of Salesforce to meet business requirements using customization tools and features in Salesforce, such as workflows, process automation, custom objects, data/user management, etc.

To be better equipped for the qualifying test and interview, we encourage you to examine the **studying materials**, recommended for **Salesforce Specialist** internship:

- **Agile Methodology** <https://www.wrike.com/project-management-guide/faq/what-is-agile-methodology-in-projectmanagement/>
- **SQL** (what a database is, main SQL statements, clauses, operators) <https://www.w3schools.com/sql/>
- **Java** (basic knowledge) <https://www.w3schools.com/java/default.asp>
- **Apex basic knowledge** https://trailhead.salesforce.com/content/learn/modules/apex_database
- **CRM Basic knowledge**
- **Test your English** <https://learnenglish.britishcouncil.org/online-english-level-test>

We highly recommend to explore the platforms we are using:

- **Salesforce CRM** https://trailhead.salesforce.com/content/learn/modules/lex_implementation_basics?trailmix_creator_id=digitalbhardwaj&trailmix_slug=for-absolute-beginners
- **Salesforce Basics** https://trailhead.salesforce.com/content/learn/modules/starting_force_com?trailmix_creator_id=digitalbhardwaj&trailmix_slug=for-absolute-beginners
- **Data Modelling** https://trailhead.salesforce.com/content/learn/modules/data_modeling
- **User Management** https://trailhead.salesforce.com/content/learn/modules/lex_implementation_user_setup_mgmt/lex_implementation_user_setup_mgmt_adding_users
- **Reports and dashboards** https://trailhead.salesforce.com/content/learn/modules/lex_implementation_reports_dashboards
- **Data Security** https://trailhead.salesforce.com/content/learn/modules/data_security