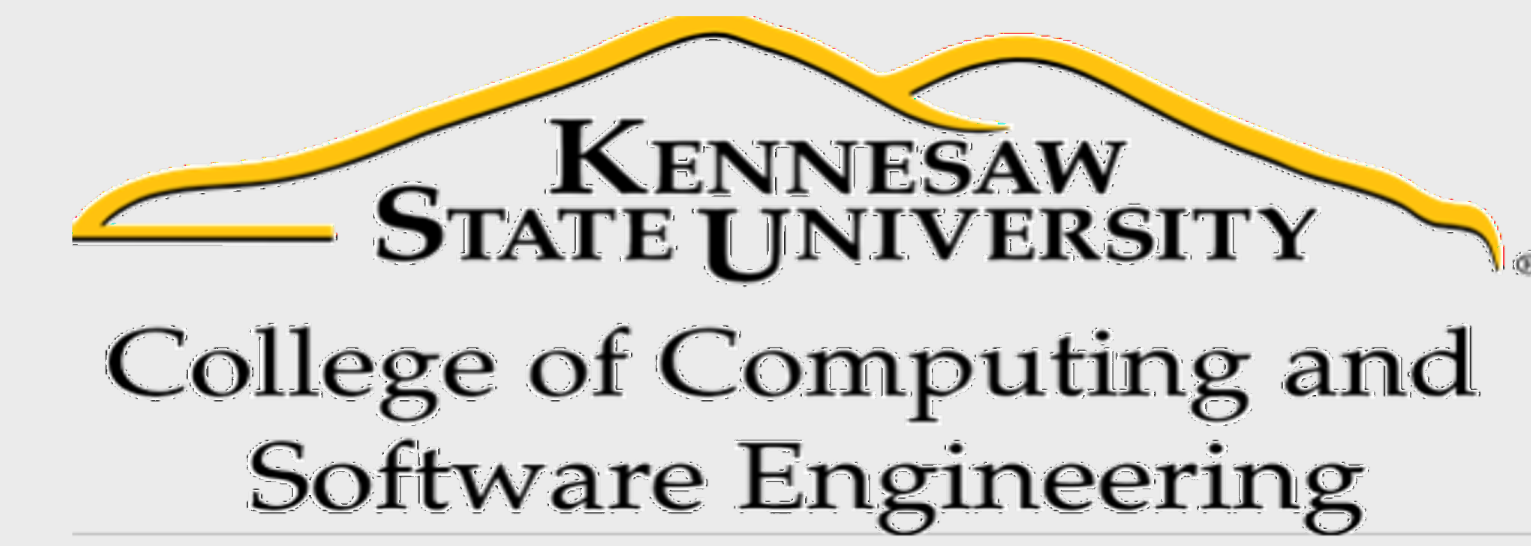


# Global Product & Technology Internship

## Deeksha Koya



### INTRODUCTION

Deeksha Koya started working as a Development Intern for ADP Inc from June 2020. She works on one of the world's leading CRM platform, which is Salesforce.com. Salesforce.com is a cloud computing Software as a Service that specializes in CRM. Salesforce.com is commonly known as SFDC which allows businesses to use cloud technology to better connect with customers, partners and potential customers.

She worked on ADP's survey management module leveraging the Salesforce Survey product and her role was to migrate legacy surveys to on platform Salesforce Surveys. This migration includes, creating surveys, automating the process of distributing the surveys, managing responses, do unit testing of the developed surveys.

### MATERIALS AND METHODS

ADP which is a huge products and services firm uses a bunch of tools for their development, testing, deployment and other activities. Few of the most important tools that she used while her internship program were Salesforce.com, Bitbucket (Code repository), Jenkins (CI/CD), SFDC CLI (Code Versioning), Visual Code (Code Editor). She worked on ADP's public community which is built on native Salesforce platform commonly termed as Community Cloud. ADP uses agile methodology for their software development lifecycle and functions in sprint models, As part of ADP, She had to practice Agile methods and procedures.

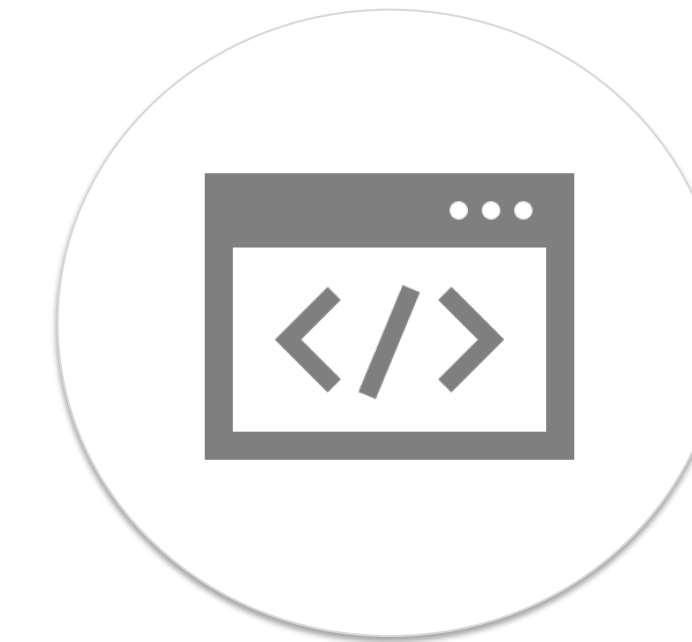
### KEY HIGHLIGHTS OF THE INTERNSHIP PROGRAM AT ADP



#### ROLES & RESPONSIBILITIES

As a Salesforce developer intern her role in this internship was to work with the other team members in setting up the Salesforce Survey modules. Within this module her main roles and responsibilities were as follows:-

- Set up all necessary pre-requisite tools and get my developer sandbox ready for development
- Research about the best practices and cost associated to this new module.
- Read knowledge articles and blogs related to this module and prepare answers to the open questions/blockers.
- Analyze the existing legacy surveys and find out challenges that we may encounter while developing it using Salesforce Surveys module.
- Understand their business requirement and develop using the norms and convention they follow within the organization.
- Attend key business meetings like quarterly planning and understand the upcoming business requirements and planning for the sprint.



#### ACTIVITIES PERFORMED

This internship has given her a chance to learn the business world. This internship was around Salesforce.com on Salesforce Surveys. It really helped her bolster her Salesforce skills. Within this module she had to perform a bunch of tasks and they were as follows:-

- Develop the survey management system using the Salesforce Survey module (an OUT OF THE BOX) Salesforce.com feature.
- Create process builders ( an automation tool used heavily in Salesforce.com)
- Read existing classes written in Salesforce.com native language (APEX) and understand the code and provide configurational approach.
- Worked extensively on email templates for distributing survey link using both standard and custom email templates.
- Prepare technical specifications document which contains all the technical features used during development like process builders, fields and other platform related mechanism.
- Prepare a deployment document listing the steps and the components to be pushed to the higher environments.
- Perform Unit testing of the module that I built and log any defects encountered and fix them.



#### KEY TAKEAWAYS

This internship was her first experience with United States corporate environment and it was truly special. She had 3 years of experience with Accenture before joining KSU back in India. The role was also a very challenging one as it was an entirely new salesforce module which ADP had been implementing and it gave her ample opportunities to research at lengths and drive the entire development. Working at a Global Organization like ADP gave her a flavor of entire product lifecycle in a multi- national company. This role also helped her expand her professional network and hopefully a fulltime position with ADP. The major takeaways from this internship are as follows:-

- Gain more knowledge and skills in Salesforce.com which is one of the hottest technologies in the market.
- Strong Development experience with a real time problem and stipulated deadlines
- Learnt different team building activities and work distribution and reporting.
- Understand and implement Agile methodology for the software development lifecycle.
- Key business gathering and requirement analysis skills and learning about the various requirement documenting using tools like Rally, Confluence.

### CONCLUSIONS



The Salesforce.com development internship has been a great experience for her. It has greatly prepared her to be part of the work force. It has taught her skills that are utmost important to landing and keeping a illustrious job in the software development fields. Salesforce.com is in huge demand and this internship will open up a plethora of Salesforce related opportunities for her.

She have learnt a large number of Salesforce.com skills that will be used in the future including Email Template designing, Community creation and Agile software development process. She have learnt how to work in a strong cohort and to cooperate and implement new features and fix issues. She have enhanced her teamwork skills and it was a great learning experience.

Overall, She is more prepared to find and land a great opportunity as a Salesforce developer after graduation from Kennesaw State University.

### CITATIONS & REFERENCES

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