

ENDAVA INTERNSHIP PROGRAMME | SPRING 2023 STUDY MATERIALS FOR BUSINESS PLATFORMS SPECIALIST

The **Business Platforms Specialist** is responsible for development of customized solutions within the CRM/ITSM platforms. Designing, coding, and implementing CRM/ITSM applications. Creating timelines and development goals. Testing the stability and functionality of the application.

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

- **Agile Methodology**
<https://www.wrike.com/project-management-guide/faq/what-is-agile-methodology-in-project-management/>
- **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>
- **JavaScript** (basic knowledge)
<https://www.w3schools.com/js/default.asp>
- **Test your English**
<https://learnenglish.britishcouncil.org/online-english-level-test>

We highly recommend to explore the platforms we are using:

- **Microsoft Power Platform Fundamentals**
<https://docs.microsoft.com/en-us/learn/paths/power-plat-fundamentals/>
- **Microsoft Dynamics 365 Fundamentals**
<https://docs.microsoft.com/en-us/learn/paths/dynamics-365-fundamentals/>
- Get started using **Dataverse**
<https://docs.microsoft.com/en-us/learn/paths/get-started-cds/>
- What is **Service Now**
<https://www.classcentral.com/course/youtube-what-is-servicenow-64465/classroom>
- **Service Now** Tutorials
<https://www.classcentral.com/course/youtube-servicenow-tutorials-64473/classroom/61fd70a612244>
- **Service Now** Essentials
<https://www.classcentral.com/course/youtube-servicenow-essentials-64452/classroom/61fd708e955c3>
- **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