



SUMATHI BHASKARAN

Galvanizer
DISC Type : Id

Senior Director (Contact Center Tech & Enterprise GenAI IVR & LPS Technology & Site lead) at Lowe's India

Bengaluru, Karnataka, India

Overview

Sumathi Bhaskaran is a technology executive with over 26 years of experience leading engineering for major retail and travel companies like Lowes and Tesco. She specializes in eCommerce, GenAI, and contact center technology, managing teams of over 120 people. Her peers describe her as an "energetic, " "demanding, " and "enthusiastic" leader.

From a young age, Sumathi was fascinated by science and technology, inspired by movies like "Jurassic Park" and "Terminator. " Her father nurtured this interest by enrolling her in a programming course during a summer holiday, which cemented her passion for the field and led her to pursue a Masters in Computer Science.

As a child, the first thing she ever drew was a square-headed figure that her parents identified as a robot.

Personality Overview

Socially Adept

Pragmatic

Trusting

They are charming and have the ability to align others behind their decisions. They respond better to a combination of speed and relationship. They are more likely to be open to unproven but exciting technologies.

Topics They Care About

Women in Technology

An outspoken advocate for creating ecosystems where women can thrive, she believes in challenging bias and creating more female role models to bridge the gender gap in leadership.

Contact Center AI

Her current role at Lowe's focuses on transforming legacy contact center systems using conversational AI, NLU, and modern CRM to personalize the customer service and sales experience.

Engineering Leadership

Has a long track record of building and coaching high-performing, globally distributed engineering teams to deliver large-scale, complex technology projects.

Agile Methodologies

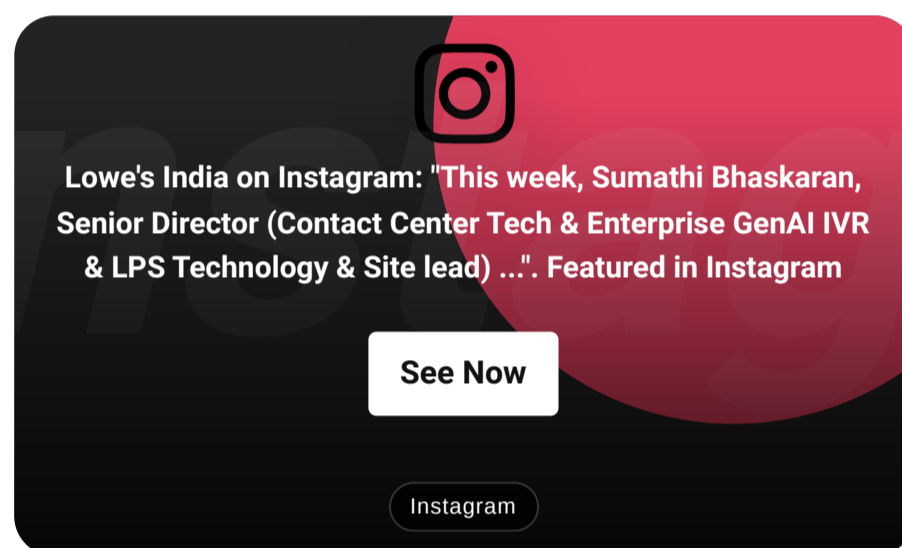
Led teams in fully adopting agile ways of working, including achieving 100% test automation on a 50-member team while at Tesco.

Early STEM Education

[Predicted] Based on her own childhood, she values early exposure to technology and problem-solving to inspire the next generation of engineers.



Media Appearances



Work History

- 10-2019
Senior Director (Contact Center Tech & Enterprise GenAI IVR & LPS Technology & Site lead) at Lowe's India
- 7-2014 - 10-2019
Head of Engineering and Technology at Tesco
- 5-2012 - 7-2014
Head of Engineering - General Merchandising Online Marketplace at Tesco
- 4-2011 - 5-2012
Programme Delivery Manager - Integration at Tesco
- 1-2005 - 4-2011
Senior Manager Technology at SapienNitro

Education

- Master from Master of Science (Computer Science), PSG CAS

More Information

Social Presence :



Prographics :

Exp : 28 Location : **Bengaluru, Karnataka, India** Job Level : **Senior**

Designation : **Senior Director (Contact Center Tech & Enterprise GenAI IVR & LPS Technology & Site lead) at Lowe's India**

Insights For Selling To Sumathi

👉 During A Call Or A Meeting

DO's

- Present testimonials from existing customers about their experience with your product
- Take a friendly, informal yet confident approach while pitching
- Use words like 'partner', 'together', 'impact' etc.

DONT's

- Do not come across as negative or non-supportive, work with them as a partner
- Don't make promises that are hard to keep
- Don't hesitate from asking questions, but take a friendly and warm approach

👉 When Cold Calling

Insights

Pattern Interrupt: Informal style, where you are talking in a friendly & casual manner, with a big smile on makes them want to speak to you.

Pace: Don't be too fast or too slow, stay in the middle. Sound like a 'brings happiness to others' person.

Tone: Speak with high energy and in a personal manner, as if you have met a friend suddenly after a long time.

Tactics To Win: Giving social proof, personal rapport, usage of superlatives, repeating their name.

Mistakes To Avoid: Information overload, use of negations

Making The Ask: Use positivity and/or humor to make the ask. It appeals to them, as if you are bringing a cheer to their day. (Avoid doing this with Dominant or Calculative types)

Subconscious Driver: They are driven by emotion more than any other type. Hence a proposition that excites them will immediately get their attention.

Script

Greeting: Hey Sumathi, [user_fname] here at [user_companynamewithfirsttwowords] calling you this morning/evening!

Opener: Now I know how much people love cold calls, so how about 30 seconds to tell you what I have for you?

Introduction: We have built an AI that predicts exactly what will build a solid relationship with each prospect before you even spend a minute with them.

Ask: Sumathi, leaders just like you at companies like [abc], [xyz] have been blown away with what they have seen, why don't we put 15 minutes on your calendar to show you if what I am saying is actually real, yeah?

Close: So morning at around [time] next [tuesday], shall we say? And is it [prospect_email]? Don't want to get that wrong you know!

👉 When Writing An Email

Subject: Exciting, direct

Example: John, quantum jump', 'Is it game over?' etc.

Salutation: No

Example: Skip 'Hi', 'Hey' etc., use only the first name

Greeting: No (Or say something unique)

Example: Skip anything, or say something unique like 'What an exciting discussion it's been!'

Emojis/GIFs:

Bullet Points: Could use

Closing Line: Informally state your ask

Example: Something like 'John, if you are on, let's finalize tomorrow?'

Complimentary Close: Unique, casual

Example: Something like 'Looking forward!', 'To new beginnings!' etc.

Tone of Words: Informal, direct

Overall Messaging: Focused on personal achievement

Length of Mail: Short

Example: Ideally upto 100-120 words

👉 While Negotiating & Closing

The secret to closing fast with Sumathi is

- *Relationship and product conviction matter equally, followed by a sense of achievement.*

Will you ever get a clear answer from Sumathi

- *If they are not convinced, they will say no albeit in a friendly manner.*

Insights For Deal Planning

How Fast (Or Slow) Will Sumathi Move?

- *If you earn their trust and they develop faith in the product, they can make decisions quickly.*

Can Sumathi Take Some Risk Or Not?

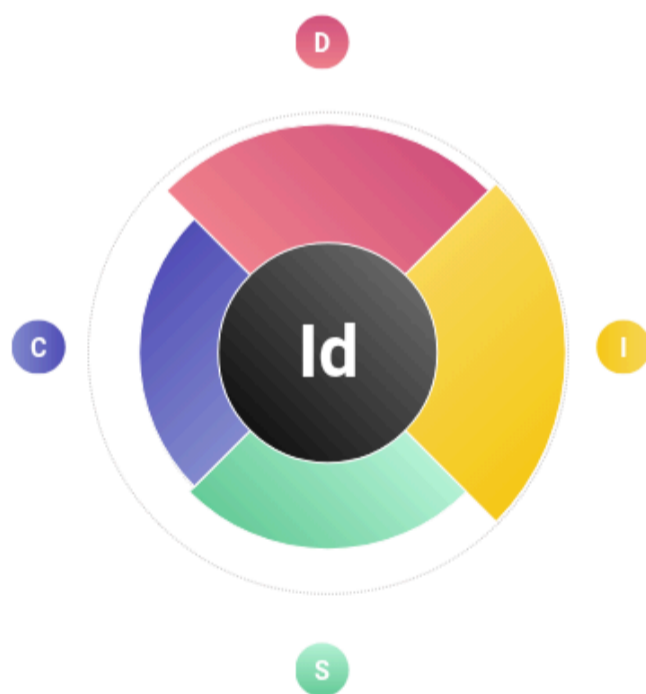
- *They can take risks if necessary.*

You And Sumathi

Personality Compatibility

Not enough data to show compatibility comparison

DISC Profile : Sumathi's Key Traits



INFLUENCE

Influence(I) reflects the degree to which a person prefers to work by influencing or persuading others. Those scoring high tend to be people oriented, are motivated by social recognition and building relationships and can be described as warm and enthusiastic in general.

DOMINANCE

Dominance(D) reflects how goal and task oriented a person is and her ability to accomplish results, irrespective of how demanding the circumstances might be. Those scoring high tend to be motivated by winning, competition and success and can be described as direct, demanding and strong willed.