Jim Kloet

SENIOR DATA SCIENTIST

(Kloet rhymes with flute)

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Summary

- I am a versatile data scientist with broad experience leading teams and providing strategic and tactical insights on projects for clients in healthcare, education, hospitality, insurance, technology, and retail.

- I spent eight years developing quantitative and presentation skills in academic research, where I pursued projects in areas including psychology of religion and cognitive neuroscience.

- I love mentoring and teaching, and I strive to make complexity digestible for all audiences.

Experience

Mattersight   *Chicago, IL*

TEAM LEAD, DATA SCIENTIST, *Insights & Analytics Team*   *2016 - present*

I built and manage a team of analysts and data scientists whose primary mission is to engage with clients and internal stakeholders on projects to drive value and uncover insights using rigorous statistical methodologies and advanced analytics. My team also manages a portfolio of client-facing dashboards and reports, and services requests from clients for tailored reports, quality assurance, and data validation.

Specific accomplishments include:
- Partnered with data scientists across the organization to develop requirements and create software to support a flexible, generalized process for building models to predict a wide variety of outcomes, from customer satisfaction after a phone call to how many times a customer will call back about a particular issue
- Implemented a git-based workflow for version controlling analyses and projects, in order to improve documentation processes and promote transparency within the organization
- Organized the Mattersight Data Visualization Committee to develop best practices for creating impactful and accurate data visualizations, provide training around tools used to generate high quality data visualizations, and to develop templates and style guides
- Oversaw migration of 50+ client-facing reports from manual to automated processes leading to savings of 30-40 hours per week
- Worked with executive sponsors at Fortune 500 healthcare and hospitality companies to develop custom dashboards for monitoring vendor, manager, and agent performance across their organizations
- Developed cross-client monitoring tools and reports for internal VP and C-Suite users

DATA SCIENTIST, *Product Research & Development Team*   *2015 - 2016*
- Developed and deployed a predicted CX model for a Fortune 500 insurance company that influenced scheduling decisions for over 2,000 contact center agents
- Employed an ensemble methodology to improve performance of existing algorithms by 3-10% across clients
- Leveraged clustering algorithms to segment callers based on the language they used on phone calls, historical trends in calling behavior, demographic, and geographic information
- Created multiple data science cases to be completed by candidates for data scientist and junior data scientist positions

Northwestern University   *Evanston, IL*

DOCTORAL CANDIDATE, GRADUATE RESEARCH ASSISTANT, *Communication Sciences & Disorders*   *2011 - 2015*
- Designed experiments to investigate language and learning in the brain, using tools including custom games, fMRI, and non-invasive brain stimulation
- Collected and brought structure to various unstructured datasets, including speech and neuroimaging
- Analyzed data using techniques including multiple regression and machine learning
- Presented results at conferences, invited lectures, and in peer-reviewed publications
- Delivered lectures to classes of graduate students on topics including non-invasive brain stimulation, neurological disorders, and statistical analysis
- Received two full years of funding from NIH grant to support translational aspects of my research

RESEARCH TECHNICIAN, *Aphasia & Neurolinguistics Research Lab*   *2009 - 2011*
- Collected and analyzed survey, narrative, standardized testing, and neuroimaging data data from over 100 healthy adults and patients with aphasia
- Managed relational database of study participants for recruitment and auditing purposes
- Administered standardized and experimental speech and language treatments to patients with language disorders

Grand Valley State University   *Allendale, MI*

RESEARCH ASSISTANT, *Department of Psychology*   *2007 - 2009*
- Collected survey and web-scraping data for personality and social psychology studies investigating well-being and personality traits in religious, non-religious, and different cultural and ethnic groups
- Analyzed data using multiple regression and nonparametric techniques
- Presented work at academic conferences and in peer-reviewed publications

Writing

RotoViz   *rotoviz.com*
DATA VISUALIZATION CONSULTANT, CONTRIBUTING WRITER   *2014 - present*

- Mine sports data for interesting patterns or insights that can be leveraged by fantasy sports enthusiasts
- Share findings via blog posts, social media, and as a guest on podcasts
- Provide statistics and data visualization mentoring for writers and editors

Northwestern University Science In Society (now Helix Magazine)   *helix.northwestern.edu*
CONTRIBUTING WRITER   *2013 - 2014*

- Wrote 35 articles about scientific research and methods targeted toward audiences with little or no background in science
- Appeared on the *Very Bad Words* podcast to discuss my article *A Special Place in the Brain for Swearing*

Skills

Programming	R (tidyverse, data.table, caret, lme4), SQL (T-SQL, Access SQL), Matlab, LaTeX
Productivity	Microsoft Office (Excel, PowerPoint, Word), Google Apps (Sheets, Slides, Docs), Atlassian Stack (JIRA, Confluence, Stash)
Data Visualization	ggplot2, plotly, Tableau, Excel
Statistical Software	JMP, SPSS, SAS

Education

INSTITUTIONS & DEGREES

Northwestern University   *Evanston, IL*
MA, ABD, *Cognitive Science, Communication Sciences & Disorders*   *2015*

- Qualifying Research Project: Verb Argument Structure Processing in Temporoparietal Cortex

University of Michigan   *Ann Arbor, MI*
BA, *Psychology*   *2006*

Grand Valley State University   *Allendale, MI*
POST-UNDERGRADUATE COURSEWORK, *Psychology and Statistics*   *2008*

SELECTED PRESENTATIONS & PUBLICATIONS

Presentations

- **Kloet, J.**, & Barbieri, E. (2014). Treatment of Primary Progressive Aphasia with noninvasive brain stimulation. Invited talk, sponsored by The Roxelyn & Richard Pepper Department of Communication Sciences and Disorders, the Ruth L. Kirchstein NRSA Institutional Training Grant (T32), and the NIDCD, May 12, Northwestern University, Evanston, IL.
- **Kloet, J.**, & Lakey, B. (2009). A Generalizability Theory approach to if…, then…, situation-behavior relations using Major League Baseball data. Poster presented at Midwestern Psychological Association 81st Annual Meeting, Chicago, IL.

Peer-Reviewed Publications

- Hammer, R., **Kloet, J.** & Booth, J. R. (2016). Developmental changes between childhood and adulthood in passive observational and interactive feedback-based categorization rule learning. Developmental Science, 19, 967?981.
- Galen, L.W., & **Kloet, J.** (2011). Personality and Social Integration Factors Distinguishing Nonreligious from Religious Groups: The Importance of Controlling for Attendance and Demographics. Archive for the Psychology of Religion, 33(2), 205-228.
- Galen, L.W., & **Kloet, J.** (2010). Mental well-being in the religious and the non-religious: Evidence for a curvilinear relationship. Mental Health, Religion, & Culture, 14(7), 673-689.

Volunteer

Mattersight   *Chicago, IL*
EMPLOYEE MENTOR   *2016 - present*

- Meet 1:1 on a weekly basis with 3-5 entry-level employees
- Focus determined by mentees, but typically includes good corporate citizenship and communication skills

YMCA   *Evanston, IL*
PROJECT SOAR MENTOR   *2012 - 2015*

- Met 1:1 on a weekly basis with middle school student participating in YMCA program; meetings could include anything from homework to watching Northwestern basketball and football games
- Supervised several program-wide events, encompassing over 100 mentors, mentees, and their families