

Jim Kloet [klut]

DATA SCIENTIST & ANALYTICS MANAGER

Chicago, IL, USA

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Summary

- Multi-disciplinary background with training in experimental design, inferential statistics, and data visualization
- Broad experience developing and applying predictive analytics, across industries including education, healthcare, hospitality, and insurance
- Engaging communicator comfortable presenting to broad audiences from C-Suite to students

Experience

Mattersight (acquired by NICE in 2018)

Chicago, IL, USA

SENIOR DATA SCIENTIST, *Product Research & Development*

2019 - present

- Lead projects to develop novel segmentation approaches for callers into contact centers
- Consult with account teams to promote product understanding and to develop value propositions in support of business cases

SENIOR DATA SCIENTIST, DIRECTOR/MANAGER, *Insights & Analytics*

2016 - 2019

- Manage team of data scientists and analysts responsible for reporting and ad-hoc analysis for all subscription clients
- Consult with account teams to promote product understanding and to develop value propositions in support of business cases
- Developed analytic tools in R and SQL to scale implementation of best practices in statistical analyses and data visualization
- Automated client-facing reporting, enabling data scientists and analysts to reallocate hundreds of hours away from manual report generation
- Led presentations for clients and internal audiences on development and use cases for predictive analytics, esp. predictive CX measures
- Created ongoing workshops to promote skill development and knowledge transfer across employees in different parts of the organization

DATA SCIENTIST, *Product Research & Development*

2015 - 2016

- Developed ad-hoc predictive customer satisfaction models to estimate customer experience on contact center calls
- Implemented an ensemble methodology for ranking contact center agents, improving performance of existing algorithms by 3-10%
- Segmented 10M callers based on the language they used on phone calls, historical trends in calling behavior, and demographics
- Created case studies with data from the Chicago Data Portal, used in interview process for data science candidates

RotoViz

rotoviz.com

APPLICATION DEVELOPER

2018 - 2019

- Develop web applications to give users insights into performance of professional sports teams and players
- Train new writers and developers in data science and data visualization methods using R

CONTRIBUTING WRITER

2013 - 2018

- Mined sports data, primarily football, and reported findings on blog posts and podcasts
- Collaborated on best practices for data visualization with site editors

Northwestern University

Evanston, IL, USA

DOCTORAL CANDIDATE, GRADUATE RESEARCH ASSISTANT, *Communication Sciences & Disorders*

2011 - 2015

- Designed experiments to investigate language and learning in the brain using fMRI and rTMS
- Collected and analyzed data using linear regression, mixed-effect models, and machine learning
- Presented experimental results at conferences, invited lectures, and in peer-reviewed publications
- Delivered lectures to undergraduate and graduate students on topics in cognitive neuroscience and stats

CONTRIBUTING WRITER, *Helix Magazine, fka Science in Society*

2013 - 2014

- Published 35 articles and blog posts about topics in cognitive neuroscience, intended for audiences of non-scientists
- Appeared on the *Very Bad Words* podcast to discuss the special way that our brain treats curse words

RESEARCH TECHNICIAN, *Aphasia & Neurolinguistics Research Lab*

2009 - 2011

- Collected and analyzed narrative, cognitive testing, and neuroimaging data from adults and patients with aphasia
- Administered standardized and experimental speech and language treatments to patients with language disorders

Grand Valley State University

Allendale, MI, USA

RESEARCH ASSISTANT, *Department of Psychology*

2007 - 2009

- Collected survey and web-scraping data for personality and social psychology studies on well-being and personality traits
- Analyzed data using multiple regression and nonparametric techniques, and presented work at conferences and peer-reviewed journals

Skills

Programming	R: tidyverse, data.table, caret, lme4, shiny, devtools; SQL: TSQL, PSQL, MySQL; git; bash; Matlab; python; \LaTeX
Productivity	MS Office: Excel, PowerPoint, Word; Google: Sheets, Slides, Docs; Atlassian: JIRA, Confluence, Stash, Bitbucket, Trello
Data Visualization	ggplot2, plotly, Tableau, Excel
Statistical Software	R, JMP, SPSS, SAS

Education

INSTITUTIONS & DEGREES

Northwestern University

Evanston, IL, USA

MA, ABD, *Cognitive Science, Communication Sciences & Disorders*

2015

- Qualifying Research Project: Verb Argument Structure Processing in Temporoparietal Cortex (an rTMS Investigation)
- External Funding: NIH T32 Translational Research Fellowship, 2014 - 2015

University of Michigan

Ann Arbor, MI, USA

BA, *Psychology*

2006

- Focus: Biological Psychology, Personality & Social Psychology

Grand Valley State University

Allendale, MI, USA

POST-UNDERGRADUATE COURSEWORK AND RESEARCH EXPERIENCE, *Psychology and Statistics*

2008

- Focus: Psychology of Religion, Personality & Social Psychology

SELECTED PEER REVIEWED PUBLICATIONS & PRESENTATIONS

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.

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.