

Jim Kloet [klut]

DATA SCIENTIST & ANALYTICS MANAGER

Chicago, IL, USA

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Summary

- Broad experience leveraging predictive analytics across industries including healthcare, consumer packaged goods, education, and hospitality
- Multi-disciplinary background with training in modeling, experimental design, inferential statistics, and data visualization
- Dedicated manager and team leader with a passion for teaching and communication

Experience

Nielsen

Chicago, IL, USA

LEAD DATA SCIENTIST, *Data Science as a Service*

2019 - Present

- Lead engagements for Data Science as a Service team, specifically projects in the consumer packaged goods space
- Developed pipeline to extract data from a Hadoop environment, transform, model, and optimize with Python in container environments, and generate recommendations for optimal nationwide pricing and promotion strategies, which client consumes via Tableau dashboard

Mattersight (acquired by NICE in 2018)

Chicago, IL, USA

SENIOR DATA SCIENTIST, DIRECTOR, *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, SQL, Python, git, Matlab, REX
Big Data	Hive, Impala, Hue, Beeline
Productivity	Slack, Microsoft Office, Google G Suite, Atlassian Dev & Collab Tools
Data Visualization	ggplot2, plot.ly, Excel, Tableau
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.