# Jim Kloet [klut]

SENIOR DATA SCIENTIST

*Chicago, IL, USA*

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## Summary

- Strong background in predictive analytics, segmentation, and inferential statistics

- Broad experiences across a wide variety of business and research questions, from neuroscience to customer satisfaction

- Dedicated manager and mentor committed to developing and empowering others

## Experience

**Mattersight** *Chicago, IL, USA*

SENIOR DATA SCIENTIST, DIRECTOR, *Insights & Analytics* *2018 - present*
- Lead a team of three data scientists and four analysts responsible for reporting and ad-hoc analysis for 25+ clients and internal audiences
- Developed a catalog of standardized analytic products to enable consistency and scalability of messaging around our products
- Automated 100+ client-facing reports, leading to savings of 70 - 80 hours per week
- Lead 12+ client engagements around development and implementation of predictive customer experience models for clients in healthcare, hospitality, retail, and insurance, helping to generate $2M in incremental revenue in Q1-Q2 2018

DATA SCIENTIST, TEAM LEAD, *Insights & Analytics* *2016 - 2018*
- Recruited, interviewed, and made hiring decisions for analyst and data scientist positions on Insights & Analytics, from both internal and external pools of candidates
- Collaborated with data scientists across several teams to develop a generalizable process for building and deploying predictive models across a wide variety of outcomes, from customer satisfaction to sales funnel progression to adherence to a prescription medication regimen; reduced model development time from 12 weeks to 10 hours per deployment
- Implemented analytic workflows leveraging git and JIRA to track projects across 20+ clients, enabling limited resources to be prioritized as efficiently and effectively as possible
- Organized the Mattersight Data Visualization Committee to develop best practices for creating impactful and accurate data visualizations, to provide training around tools used to generate high quality data visualizations, and to develop templates and style guides
- Partnered with executive sponsors at Fortune 100 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, which were a featured component of weekly organization-wide meetings

DATA SCIENTIST, *Product R&D* *2015 - 2016*
- Developed and deployed a predicted Customer Satisfaction model for a Fortune 50 insurance company that drove scheduling decisions for 2,000+ contact center agents
- Implemented an ensemble methodology to improve performance of existing algorithms by 3-10% across clients
- Segmented tens of millions of unique callers based on the language they used on phone calls, historical trends in calling behavior, and demographics
- Created multiple data science case studies, using data primarily from the City of Chicago Data Portal, to be completed by candidates for data scientist and junior data scientist positions

**RotoViz** *rotoviz.com*

CO-DIRECTOR, *Visual Applications* *2018 - present*
- Developed dashboards and other web-based tools using Shiny, to enable fantasy football players to gain a competitive edge on their opponents by uncovering trends and testing hypotheses
- Implemented workflows using Trello and Stash for development of new apps, with a strong focus on documentation
- Trained new writers and developers in data science and data visualization methods using R, in particular packages in the tidyverse

CONTRIBUTING WRITER, DATA VISUALIZATION CONSULTANT *2013 - 2018*
- Mined sports data, primarily football, and reported findings on blog posts and podcasts
- Collaborated on best practices for data visualization with other writers and 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 tools including custom games, fMRI, and non-invasive brain stimulation
- Collected and structured various unstructured datasets, including speech and neuroimaging, using primarily Matlab and R
- 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

Contributing Writer, *Helix Magazine (formerly Science in Society)*
2013 - 2014

- Published 35 articles and blog posts about research and methods in cognitive neuroscience
- 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 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, USA

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

# Skills

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| **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.