

# Michael G. Housman

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## Education

- 2004-2009 THE WHARTON SCHOOL, UNIVERSITY OF PENNSYLVANIA PHILADELPHIA, PA**  
A.M., Ph.D., Applied Economics and Managerial Science. Concentration: Management. GPA: 3.83.  
Recipient of a National Research Service Award (NRSA) training grant from AHRQ. Coursework in microeconomics, econometrics, statistics, strategic management, network theory, and entrepreneurship.
- 1998-2002 HARVARD UNIVERSITY CAMBRIDGE, MA**  
A.B., *magna cum laude*, in Health Care Policy. GPA: 3.6 overall, 3.74 in major. Winner of Harvard College and John Harvard Scholarships for academic excellence. Coursework included microeconomics, macroeconomics, health economics, statistics, medical sociology, public health, and medical ethics.

## Work Experience

- 2017- Present RAPPORTBOOST, INC LOS ANGELES, CA**  
*Co-Founder and Chief Data Science Officer* for RapportBoost.AI, an emotional intelligence engine for conversational commerce that leverages machine learning, deep learning, and natural language processing to help companies communicate more effectively with their customers.
- Architected state-of-the-art chat recommendation platform that optimized: (1) predictive accuracy of the models; (2) speed of real-time recommendations; and (3) scalability of the underlying platform
  - Created a closed-loop experimentation and learning system with >90% accuracy from a variety of data science packages: Python, Pandas, Numpy, Scikit-learn, PyTorch, NLTK, and SQLAlchemy
  - Engineered the core architecture for the system within AWS cloud infrastructure, utilizing a variety of tools and packages: EC2, RDS, S3, Lambdas, CodeBuild, CloudFormation, and Sagemaker
  - Sold pilots, managed all customer accounts, and oversaw product development in order to deliver new features and functionality to customers while soliciting feedback to continue improving the product
- 2016-2017 STATES TITLE, INC SAN FRANCISCO, CA**  
*Co-Founding Head of Data Science* responsible for building out the data science function for an early-stage FinTech company that is transforming the way that residential real estate is transacted.
- Recruited and managed the team that developed the first-ever set of models capable of assessing title risk in real-time based on structured and unstructured real estate data drawn from a variety of sources.
  - Developed the preliminary models, iterated on results, and presented results to business stakeholders, including re-insurers, lenders, and Fannie Mae.
- 2011-2015 EVOLV, INC (ACQUIRED BY CORNERSTONE ONDEMAND, INC) SAN FRANCISCO, CA**  
*Chief Analytics Officer* responsible for applying econometric techniques to analyze client data, automating reporting / optimization processes, and leading efforts to port this functionality into a scalable SaaS platform.
- Developed new econometric models and methodologies and applied them to client data in order to produce monthly updates of client results and to calculate the ROI of utilizing Evolv's platform.
  - Provided econometric expertise to automate the closed loop optimization process, calibrate the pre-employment assessments, and make them more strongly predictive of employment outcomes.
  - Led the team that developed the business requirements, coordinated with Engineering, and performed the QA necessary to port reporting and optimization functionality into a scalable SaaS platform.
  - Built and managed collaborative relationships with researchers at a half-dozen top tier Universities around the world that yielded presentations at academic conferences, working papers, and journal articles.
- 2009-2011 PASCAL METRICS, INC WASHINGTON, DC**  
*Managing Director of Applied Science* responsible for leading the firm's Research and Development (R&D) activities and acted as a link between the firm's Operations, Engineering, and Client Development groups.
- Provided scientific support and insight – methodological, statistical, and analytical – to clients in need of assistance interpreting, disseminating, and acting on organizational data.
  - Developed new products, services, and technologies with respect to survey- and observation-based metrics; text mining procedures; data reports, visualizations, and analytics; and statistical algorithms.
- Skills:** SAS, STATA, R, SQL, Python, Pandas, Scikit-learn, Numpy, PyTorch, SQLAlchemy, NLTK, HTML  
**Interests:** Traveling, SCUBA diving, handball, crossfit