

Johnathan Yap Wen Jie

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EDUCATION

National University of Singapore

Aug 2019 – May 2023

Bachelor of Arts with Honours (Psychology); Grade: Distinction

PROFESSIONAL EXPERIENCE

NUS Office of the President (Health and Wellbeing)

Feb 2024 – Present

Associate Psychologist (Clinical)

- Spearheaded frontline clinical operations, managing a caseload of ~5 new clinical intake cases weekly
- Provided counselling sessions and case management for clients under clinical supervision
- Rebuilt existing triaging workflow and developed a logic-based clinical case allocation model that cut down wait times by 50%
- Leveraged APIs for automated data extraction from clinical surveys, improving clinical decision-making capabilities

Ministry of Social and Family Development (Child Protective Services)

Aug 2023 – Feb 2024

Assistant Manager, Operations Strategy (Data & Technology)

- Conducted triage and initial investigations for child protection cases involving violence and sexual abuse
- Screened intake inquiries and directed cases to suitable agencies using standardised assessment tools
- Used R and Python in tandem for efficient data extraction, analytics and prediction regularly
- Led projects driving process innovation and automation of workflows for NAVH
- Utilised geospatial modelling for geographical mapping of cluster hotspots of child protection cases

Temasek Trust

Jan 2023 – Jun 2023

Communications and Engagement Intern

- Created data-driven reports to inform communications strategy across different platforms
- Developed an R-scripted automated news web scraping tool for real-time social listening
- Built an intranet platform, automated leave tracking system, and media contacts database

National University of Singapore

Oct 2022 – Dec 2022

Research Assistant

- Researched on educational aspirations among low-income families (Social Work)
- Web-scraped images, text and data for subsequent analysis using R and Python (Psychology & LKYSPP)

Singapore Prison Service (Psychological and Correctional Rehabilitation Division)

May 2022 – Jul 2022

Research Intern

- Conducted interviews, risk assessments and data collection with inmates
- Led a qualitative study investigating crime and desistance among youth inmates

NUS Office of the President (Health and Wellbeing)

Feb 2022 – Jul 2022

Communications and Clinical Psychology Assistant

- Coordinated daily management of a five-month long campus-wide mental health campaign
- Built a web appointment scheduling system that saw an average intake of 4 new clinical cases per week

Ministry of Social and Family Development (Child Protective Services) Child Protection Intern (Intake-ALERT) <ul style="list-style-type: none"> Investigated and intervened to prevent recurrence of abuse/neglect for children and young persons Responded to 6 after-hours crisis activations, intake enquiries and screening assessments Negotiated with parents and caregivers to ensure implementation and adherence to safety plans 	Dec 2021 – Feb 2022
NUS Office of the President (Health and Wellbeing) Communications and Branding Assistant <ul style="list-style-type: none"> Spearheaded branding, design and corporate communications for campus-wide mental health initiatives Served as webmaster for NUS Health and Wellbeing, improving functionality, design and user retention Ideated, designed and produced bi-monthly mental health resources 	Jul 2021 – Jan 2022
Singapore Police Force (Police Psychological Services Department) Research Intern <ul style="list-style-type: none"> Produced a report examining the proliferation of cyber extortion cases in Singapore Coded qualitative data for extortion scripts into meaningful and cohesive categories Crafted 2 case studies for SPF's Sexual Crime Duty Officer (SCDO) course 	Sep 2021 – Dec 2021
Central Narcotics Bureau (Communications Division) Communications Intern <ul style="list-style-type: none"> Produced innovative content for CNB's social media channels using Adobe Photoshop and Illustrator Conducted research and made recommendations to further CNB's preventive drug education outreach efforts Synthesised the US opioid crisis into a written report and developed relevant educational materials 	May 2021 – Jul 2021
NUS Situated Goal Pursuit Lab Undergraduate Research Assistant <ul style="list-style-type: none"> Managed a participant pool of 300+ undergraduates, from scheduling appointments to disbursements of incentives 	Jan 2021 – Jul 2021
Home Team Behavioural Sciences Centre (Crime and Forensic Psychology) Research Intern <ul style="list-style-type: none"> Researched on incorporating biofeedback as a possible psychological intervention for frontline officers 	Dec 2020 – Jan 2021
Singapore Police Force (Airport Police Division) Police Officer <ul style="list-style-type: none"> Led ground-response teams in time-sensitive incidents warranting police response 	Apr 2017 – Feb 2019

RELEVANT SKILLS

- Design & Branding (Photoshop, Illustrator, Figma)
- JavaScript, HTML, CSS, SQL
- Microsoft Office
- Python (pandas, NumPY, PyTorch)
- R Studio (Data Wrangling, NLP, Networks, Web Scraping, Shiny)