

Johnathan Yap Wen Jie

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EDUCATION & PROFESSIONAL CERTIFICATIONS

Continuing Education Programmes: Stanford Medicine, CAMS, NCTSN Feb 2023 – Present
Clinical Psychology Courses Attended: [Transcript](#)

National University of Singapore Aug 2019 – May 2023
Bachelor of Arts with Honours (Psychology); Grade: Distinction (2:1)

PROFESSIONAL EXPERIENCE

NUS Office of the President (Health and Wellbeing) Feb 2024 – Present
Associate Psychologist (Clinical & Data Science)

- Spearheaded frontline clinical operations, managing a caseload of >25 new clinical intake staff cases monthly
- Conducted intake sessions, case formulations and psychological interventions for clients under clinical supervision
- Swiftly assessed and intervened in employee crises involving self-harm, suicide risk, and severe distress
- Streamlined clinical operations through simulation models, API calls, and web scraping of >30,000 staff profiles
- Reduced allocation times to <2 days and wait times to <10 days through process improvements
- Built an automated online triaging and assessment workflow that feeds data into a logic-based case allocation model
- Implemented data modelling (e.g., random forest) & visualisation practices (e.g., PowerBI dashboards)

Ministry of Social and Family Development (Child Protective Services) Jul 2023 – Feb 2024
Assistant Manager (Child Protective Services)

- Conducted regular triage and social investigations for child protection cases involving violence and sexual abuse
- Screened intake inquiries and directed cases to suitable agencies using standardised assessment tools
- Provided statutory intervention and coordinated case management for vulnerable children
- Revamped operations and re-designed existing processes to improve efficiency and service delivery
- Used R and Python in tandem for efficient data extraction, predictive analytics and risk assessment regularly

Temasek Trust Jan 2023 – Jun 2023
Communications and Engagement Intern

- Strategised the re-branding of the Temasek Trust identity (i.e., website overhaul, logo design, brand messaging)

Singapore Prison Service (Psychological and Correctional Rehabilitation Division) May 2022 – Jul 2022
Research Intern

- Assessed inmates for community program suitability leveraging various psychometric tools
- Researched on desistance & support networks for offenders incarcerated in maximum-security prison

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 weekly

Ministry of Social and Family Development (Child Protective Services) Child Protection Intern (Intake-ALERT)	Dec 2021 – Feb 2022
<ul style="list-style-type: none"> Investigated and intervened to prevent recurrence of abuse/neglect for children and young persons Responded to after-hours crisis activations, intake enquiries and screening assessments Negotiated with parents and caregivers to ensure implementation and adherence to safety plans 	
NUS Office of the President (Health and Wellbeing) Communications and Branding Assistant	Jul 2021 – Jan 2022
<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 	
Singapore Police Force (Police Psychological Services Department) Research Intern	Sep 2021 – Dec 2021
<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 	
Central Narcotics Bureau (Communications Division) Communications Intern	May 2021 – Jul 2021
<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 	
NUS Situated Goal Pursuit Lab Undergraduate Research Assistant (SPUR Lab)	Jan 2021 – Jul 2021
Home Team Behavioural Sciences Centre (Crime and Forensic Psychology) Research Intern	Dec 2020 – Jan 2021
Singapore Police Force (Airport Police Division) Police Officer (Ground Response Force)	Apr 2017 – Feb 2019
<ul style="list-style-type: none"> Responded to '999' emergency calls within Changi Airport's jurisdiction Coordinated incident management for various crimes: theft, voyeurism, disorderly conduct and affray Recognised for policing efforts - recipient of Home Team Achievement Award 2018 	

RELEVANT SKILLS

- Branding and Illustrations (Photoshop, Illustrator, Figma)
- HTML, CSS, JavaScript, React
- Microsoft Office
- Python (e.g., pandas, NumPY, PyTorch, LightGBM)
- R Studio (e.g., Geospatial, NLP, Networks, Shiny, Machine Learning, Web Scraping)