Johnathan Yap Wen Jie

+65 8318 2541 ● johnathanyap@u.nus.edu ● https://jxhnthan.github.io/john/

EDUCATION

National University of Singapore　　　　　　　　　　　　　　　　　　Aug 2019 – May 2023

Bachelor of Arts with Honours (Psychology); Grade: Distinction (2:1)

Honours Year Research Projects (2023):
- *PL4219: Rethinking Schizophrenia (Grade: 90%)*
- *PL4228: Analysing Paedophilia Disorder in Singapore (Grade: 95%)*

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 cases monthly
- Conducted intake sessions, case formulations and psychological interventions for clients under clinical supervision
- Assessed risk and swiftly intervened for employee crisis cases (i.e., self-harm, suicide risk, high 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 workflow (html, js, css) that feeds data into a logic-based case allocation model

Ministry of Social and Family Development (Child Protective Services)　　Aug 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
- Re-imagined 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
- Created data-driven reports to inform communications strategy across different platforms
- 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 weekly

Ministry of Social and Family Development (Child Protective Services)   Dec 2021 – Feb 2022
Child Protection Intern (Intake-ALERT)
- 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

NUS Office of the President (Health and Wellbeing)   Jul 2021 – Jan 2022
Communications and Branding Assistant
- 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

Singapore Police Force (Police Psychological Services Department)   Sep 2021 – Dec 2021
Research Intern
- 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

Central Narcotics Bureau (Communications Division)   May 2021 – Jul 2021
Communications Intern
- 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

NUS Situated Goal Pursuit Lab   Jan 2021 – Jul 2021
Undergraduate Research Assistant (SPUR Lab)

Home Team Behavioural Sciences Centre (Crime and Forensic Psychology)   Dec 2020 – Jan 2021
Research Intern

Singapore Police Force (Airport Police Division)   Apr 2017 – Feb 2019
Police Officer (Ground Response Force)

RELEVANT SKILLS

- Design & Branding (Photoshop, Illustrator, Figma)
- JavaScript, HTML, CSS, SQL
- Microsoft Office
- Python (pandas, NumPY, PyTorch, LightGBM)
- R Studio (Geospatial, NLP, Networks, Shiny, Time Series, Text Mining, Web Scraping)