

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 & Data Science)

- Spearheaded frontline clinical operations, managing a caseload of ~20 new clinical intake cases monthly
- Conducted intake sessions, case formulations and psychological interventions for clients under supervision
- Reduced response 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](#)
- Streamlined clinical operations through simulation models, API calls, and web scraping of >30,000 staff profiles

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
- 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 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

- Managed a participant pool of 300+ undergraduates, from scheduling appointments to disbursements of incentives

Home Team Behavioural Sciences Centre (Crime and Forensic Psychology)

Dec 2020 – Jan 2021

Research Intern

- Researched on incorporating biofeedback as a possible psychological intervention for frontline officers

Singapore Police Force (Airport Police Division)

Apr 2017 – Feb 2019

Police Officer

- Led ground-response teams in time-sensitive incidents warranting police response
- Recipient of Home Team Achievement Award (2018) for Exercise Northstar X

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)