

Johnathan Yap Wen Jie

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EDUCATION & PROFESSIONAL CERTIFICATIONS

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| National University of Singapore
Professional Certificate in Clinical Practice and CBT Foundations for Adults | 2024 |
| National University of Singapore
Bachelor of Arts with Honours (Psychology); Grade: Distinction (2:1) | 2019 – 2023 |

PROFESSIONAL DEVELOPMENT

- Psychology Courses Attended: [Link](#)

PROFESSIONAL EXPERIENCE

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| NUS Office of the President (Health and Wellbeing)
<i>Associate Psychologist (Clinical and Data Science)</i> | Feb 2024 – Present |
| <ul style="list-style-type: none">Spearheaded frontline clinical operations, managing a caseload of >25 new clinical staff cases monthlyConducted intake and interventions for clients under clinical supervision from registered clinical psychologistsCo-formulated NUS' mental health manpower strategy [available on request] alongside Chief Wellbeing OfficerReduced allocation times to <2 days and wait times to <10 days through process improvements (i.e., automation, APIs)Automated the entire online therapy registration workflow [here], incorporating novel risk flagging methodsApplied Python models (i.e., prophet forecasting and random forests), to analyse 350,000+ counselling appointments | |
| Ministry of Social and Family Development (Child Protective Services)
<i>Assistant Manager (Operations Strategy)</i> | Jul 2023 – Feb 2024 |
| <ul style="list-style-type: none">Managed regular triage and social investigations for child protection cases involving violence and sexual abuseScreened intake inquiries and directed cases to suitable agencies via standardised assessment toolsRevamped operations and re-designed existing processes to overhaul existing service delivery approachesLeveraged R and Python for efficient data extraction, predictive analytics, and risk assessmentsDelivered data-driven insights through clear visualizations, reports, and presentations to inform decision-making | |
| Temasek Trust
<i>Communications and Engagement Intern</i> | Jan 2023 – Jun 2023 |
| <ul style="list-style-type: none">Strategised in Temasek Trust's identity rebranding (i.e., website overhaul, logo design, brand messaging)Monitored news outlets for trend jacking opportunities and emerging philanthropic trends | |
| Singapore Prison Service (Psychological and Correctional Rehabilitation Division)
<i>Research Intern</i> | May 2022 – Jul 2022 |
| <ul style="list-style-type: none">Assessed inmates for community program suitability leveraging various psychometric toolsResearched on desistance & support networks for offenders incarcerated in maximum-security prison | |

NUS Office of the President (Health and Wellbeing) <i>Communications and Clinical Psychology Assistant</i>	Feb 2022 – Jul 2022
<ul style="list-style-type: none"> Coordinated daily management of a five-month long campus-wide mental health campaign Built a web appointment scheduling system taking in an average intake of 4 new clinical cases weekly 	
Ministry of Social and Family Development (Child Protective Services) <i>Child Protection Intern (Intake-ALERT)</i>	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 	
NUS Office of the President (Health and Wellbeing) <i>Communications and Branding Assistant</i>	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, revamping functionality, design and user retention 	
Singapore Police Force (Police Psychological Services Department) <i>Research Intern</i>	Sep 2021 – Dec 2021
<ul style="list-style-type: none"> Produced a qualitative report examining the proliferation of cyber extortion cases in Singapore 	
Central Narcotics Bureau (Communications Division) <i>Communications Intern</i>	May 2021 – Jul 2021
NUS Situated Goal Pursuit Lab <i>Undergraduate Research Assistant</i>	Jan 2021 – Jul 2021
Singapore Police Force (Airport Police Division) <i>Police Officer (Ground Response Force)</i>	Apr 2017 – Feb 2019
<ul style="list-style-type: none"> Led two-man patrol teams to promptly respond to diverse crimes within airport jurisdiction Recognised for outstanding policing efforts, awarded with Home Team Achievement Award (2018) 	

RELEVANT SKILLS

- Branding and Illustrations (e.g., Photoshop, Illustrator, Figma)
- Coding Languages and Software (e.g., HTML, CSS, JavaScript, React, Python, PowerBI)
- R Studio (e.g., data wrangling, web scraping, geospatial analysis)

PROJECTS AND RESEARCH

HWB Clinical Workflows	May 2024
<ul style="list-style-type: none"> Piloted the visual generation of pre-intake clinical scores [here] and client progress tracking via Python Built NUS' tiered care mental health triaging system using JavaScript, used by >40,000 NUS students [here] 	
Analysing Mental Health Discourse on mindline.sg	June 2024
<ul style="list-style-type: none"> Submitted poster abstract for <i>Higher Education Conference in Singapore 2024</i> [here] Leveraged web scraping, sentiment analysis, and topic modelling to analyse >1000 mental health forum posts 	