

## Johnathan Yap Wen Jie

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### EDUCATION & PROFESSIONAL CERTIFICATIONS

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**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

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**NUS Office of the President (Health and Wellbeing)**

Feb 2024 – Present

*Associate Psychologist (Clinical and 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
- 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, feeding data into a logic-based case allocation model
- Initiated data modelling (e.g., random forest) and visualisation practices (e.g., PowerBI dashboards)

**Ministry of Social and Family Development (Child Protective Services)**

Jul 2023 – Feb 2024

*Assistant Manager (Intake and Data Science)*

- Managed regular triage and social investigations for child protection cases involving violence and sexual abuse
- Screened intake inquiries and directed cases to suitable agencies via standardised assessment tools
- Provided statutory intervention and coordinated case management for vulnerable children
- Revamped operations and re-designed existing processes to overhaul existing service delivery approaches
- Employed 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 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)**

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 taking in an average intake of 4 new clinical cases weekly

<b>Ministry of Social and Family Development (Child Protective Services)</b> <i>Child Protection Intern (Intake-ALERT)</i> <ul style="list-style-type: none"> <li>Investigated and intervened to prevent recurrence of abuse/neglect for children and young persons</li> <li>Responded to after-hours crisis activations, intake enquiries and screening assessments</li> </ul>	Dec 2021 – Feb 2022
<b>NUS Office of the President (Health and Wellbeing)</b> <i>Communications and Branding Assistant</i> <ul style="list-style-type: none"> <li>Spearheaded branding, design and corporate communications for campus-wide mental health initiatives</li> <li>Served as webmaster for NUS Health and Wellbeing, revamping functionality, design and user retention</li> </ul>	Jul 2021 – Jan 2022
<b>Singapore Police Force (Police Psychological Services Department)</b> <i>Research Intern</i> <ul style="list-style-type: none"> <li>Produced a qualitative report examining the proliferation of cyber extortion cases in Singapore</li> </ul>	Sep 2021 – Dec 2021
<b>Central Narcotics Bureau (Communications Division)</b> <i>Communications Intern</i>	May 2021 – Jul 2021
<b>NUS Situated Goal Pursuit Lab</b> <i>Undergraduate Research Assistant</i>	Jan 2021 – Jul 2021
<b>Home Team Behavioural Sciences Centre (Crime and Forensic Psychology)</b> <i>Research Intern</i>	Dec 2020 – Jan 2021
<b>Singapore Police Force (Airport Police Division)</b> <i>Police Officer (Ground Response Force)</i> <ul style="list-style-type: none"> <li>Led two-man patrol teams to promptly respond to diverse crimes within airport jurisdiction</li> <li>Recognised for outstanding policing efforts, awarded with Home Team Achievement Award (2018)</li> </ul>	Apr 2017 – Feb 2019

## RELEVANT SKILLS

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

## PROJECTS AND RESEARCH

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<b>HWB Clinical Workflows</b> <ul style="list-style-type: none"> <li>Led development of a Python-based automation solution for data wrangling and analysis via Qualtrics' API</li> <li>Piloted the visual generation of pre-intake clinical scores <a href="#">[here]</a> and client progress tracking based on OQ-45</li> <li>Achieved significant time-savings of 10 minutes per client pre-intake (&gt;250 minutes monthly cumulative)</li> <li>Enhanced the tiered care model framework using JavaScript, ensuring reliable support for &gt;40,000 NUS students</li> </ul>	May 2024
<b>Analysing Mental Health Discourse on mindline.sg</b> <ul style="list-style-type: none"> <li>Submitted poster abstract for <i>Higher Education Conference in Singapore 2024</i> <a href="#">[here]</a></li> <li>Leveraged web scraping, sentiment analysis, and topic modelling to analyse &gt;1000 mental health forum posts</li> </ul>	June 2024