Johnathan Yap Wen Jie

johnathanyap@u.nus.edu ● https://jxhnthan.github.io/john/

EDUCATION & PROFESSIONAL CERTIFICATIONS

National University of Singapore   2024
Professional Certificate in Clinical Practice and CBT Foundations for Adults

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

PROFESSIONAL DEVELOPMENT

- Psychology Courses Attended: Link

PROFESSIONAL EXPERIENCE

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 staff cases monthly
- Conducted intake and interventions for clients under clinical supervision from registered clinical psychologists
- Co-formulated NUS' mental health manpower strategy [available on request] alongside Chief Wellbeing Officer
- Reduced 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 innovative risk flagging methods
- Applied Python models (i.e., prophet forecasting and bootstrapping), to analyse >350,000 counselling appointments

Ministry of Social and Family Development (Child Protective Services)   Jul 2023 – Feb 2024
Assistant Manager (Operations Strategy)
- Managed regular triage and social investigations for child protection (CP) cases involving violence and sexual abuse
- Screened intake inquiries and directed cases to suitable agencies via standardised assessment tools
- Revamped operations and re-designed existing processes to overhaul existing service delivery approaches
- Leveraged R, Python & PowerBI for efficient data extraction, predictive analytics, and risk assessments
- Developed an automated tool to reverse-geocode postal codes (of known CP cases) into precise SG map coordinates
- Delivered data-driven insights through clear visualisations, reports, and presentations to inform decision-making

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

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 after-hours crisis activations, intake enquiries and screening assessments

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, revamping functionality, design and user retention

Singapore Police Force (Police Psychological Services Department)   Sep 2021 – Dec 2021
Research Intern
- Produced a qualitative report examining the proliferation of cyber extortion cases in Singapore

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

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

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

CLINICAL PROJECTS & RESEARCH

NUS-wide Clinical Workflows   May 2024
- Launched 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
- Accepted Poster Presentation, Higher Education Conference 2024, Singapore [here]
- Leveraged web scraping, sentiment analysis, and topic modelling to analyse >1000 mental health forum posts

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)