

Johnathan Yap Wen Jie

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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 >30 new clinical staff cases monthly
- Conducted intake and interventions for clients under clinical supervision from registered clinical psychologists
- Co-formulated NUS' mental health 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, simulations, BERT), 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

Ministry of Social and Family Development (Child Protective Services) <i>Child Protection Intern (Intake-ALERT)</i> <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 	Dec 2021 – Feb 2022
NUS Office of the President (Health and Wellbeing) <i>Communications and Branding Assistant</i> <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 	Jul 2021 – Jan 2022
Singapore Police Force (Police Psychological Services Department) <i>Research Intern</i> <ul style="list-style-type: none"> Produced a qualitative report examining the proliferation of cyber extortion cases in Singapore 	Sep 2021 – Dec 2021
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> <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) 	Apr 2017 – Feb 2019

RELEVANT RESEARCH

Analysing Mental Health Discourse on mindline.sg <ul style="list-style-type: none"> Accepted poster presentation (solo author), <i>Higher Education Conference 2024</i>, Singapore [here] Leveraged web scraping, sentiment analysis, topic modelling and isolation forests to analyse >1000 mental health forum posts 	Jun 2024
Making Sense of Risk: NUS Health and Wellbeing's Approach <ul style="list-style-type: none"> Submitted abstract for poster presentation (main author), <i>Global Mental Health in Asia 2025 Symposium</i>, Singapore [in review] Explored data analytics, BERT, and programming to identify, visualise, and prioritise risk for cases seen by NUS HWB 	Oct 2024

RELEVANT PROJECTS

NUS-wide Clinical Workflows <ul style="list-style-type: none"> 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] 	May 2024
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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)