Johnathan Yap Wen Jie

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EDUCATION & PROFESSIONAL CERTIFICATIONS

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

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)
- Conducted 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

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 (SPUR Lab)

Home Team Behavioural Sciences Centre (Crime and Forensic Psychology)   Dec 2020 – Jan 2021
Research Intern

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)

RELEVANT SKILLS

- Branding and Illustrations (Photoshop, Illustrator, Figma)
- HTML, CSS, JavaScript, React
- Python (e.g., pandas, NumPy, PyTorch, scikit-learn, Keras, TensorFlow)
- R Studio (e.g., data wrangling, web scraping, geospatial analysis)

RELEVANT PROJECTS

NUS' Clinical Workflows   May 2024
- Led development of a Python-based automation solution for data wrangling and analysis via Qualtrics' API
- Automated the visual generation of pre-intake clinical scores [here] and client progress tracking based on OQ-45
- Achieved significant time-savings of 10 minutes per client pre-intake (>250 minutes monthly cumulative)

Analysing Mental Health Discourse on mindline.sg   June 2024
- Submitted poster presentation for *Higher Education Conference in Singapore 2024* [here]
- Conducted web scraping, sentiment analysis, and network analysis of textual mental health forum data