

## 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 & 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
- Assessed risk and swiftly intervened for employee crisis cases (i.e., self-harm, suicide risk, high distress)
- 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 that feeds data into a logic-based case allocation model
- Implemented data modelling (e.g., random forest) & visualisation practices (e.g., PowerBI dashboards)

**Ministry of Social and Family Development (Child Protective Services)** Jul 2023 – Feb 2024  
Assistant Manager (Child Protective Services)

- Conducted regular triage and social investigations for child protection cases involving violence and sexual abuse
- Screened intake inquiries and directed cases to suitable agencies using standardised assessment tools
- Provided statutory intervention and coordinated case management for vulnerable children
- Revamped operations and re-designed existing processes to improve efficiency and service delivery
- Used 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 the re-branding of the Temasek Trust identity (i.e., website overhaul, logo design, brand messaging)

**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 that saw an average intake of 4 new clinical cases weekly

<b>Ministry of Social and Family Development (Child Protective Services)</b>	Dec 2021 – Feb 2022
Child Protection Intern (Intake-ALERT)	
<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> <li>Negotiated with parents and caregivers to ensure implementation and adherence to safety plans</li> </ul>	
<b>NUS Office of the President (Health and Wellbeing)</b>	Jul 2021 – Jan 2022
Communications and Branding Assistant	
<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, improving functionality, design and user retention</li> </ul>	
<b>Singapore Police Force (Police Psychological Services Department)</b>	Sep 2021 – Dec 2021
Research Intern	
<ul style="list-style-type: none"> <li>Produced a report examining the proliferation of cyber extortion cases in Singapore</li> <li>Coded qualitative data for extortion scripts into meaningful and cohesive categories</li> </ul>	
<b>Central Narcotics Bureau (Communications Division)</b>	May 2021 – Jul 2021
Communications Intern	
<ul style="list-style-type: none"> <li>Produced innovative content for CNB's social media channels using Adobe Photoshop and Illustrator</li> <li>Conducted research and made recommendations to further CNB's preventive drug education outreach efforts</li> </ul>	
<b>NUS Situated Goal Pursuit Lab</b>	Jan 2021 – Jul 2021
Undergraduate Research Assistant (SPUR Lab)	
<b>Home Team Behavioural Sciences Centre (Crime and Forensic Psychology)</b>	Dec 2020 – Jan 2021
Research Intern	
<b>Singapore Police Force (Airport Police Division)</b>	Apr 2017 – Feb 2019
Police Officer (Ground Response Force)	
<ul style="list-style-type: none"> <li>Responded to '999' emergency calls within Changi Airport's jurisdiction</li> <li>Coordinated incident management for various crimes: theft, voyeurism, disorderly conduct and affray</li> <li>Recognised for policing efforts - recipient of Home Team Achievement Award 2018</li> </ul>	

## RELEVANT SKILLS

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- Illustrations & Branding (Photoshop, Illustrator, Figma)
- HTML, CSS, JavaScript
- Microsoft Office
- Python (e.g., pandas, NumPY, PyTorch, LightGBM)
- R Studio (e.g., Geospatial, NLP, Networks, Shiny, Machine Learning, Web Scraping)