

Johnathan Yap Wen Jie

johnathanyap@u.nus.edu • <https://jxhnthan.github.io/john/>

EDUCATION & PROFESSIONAL CERTIFICATIONS

- | | |
|---|-------------|
| National University of Singapore
Professional Certificate in Clinical Practice and CBT Foundations for Adults | 2024 |
| National University of Singapore
Bachelor of Arts with Honours (Psychology); Grade: Distinction (2:1) | 2019 – 2023 |

PROFESSIONAL DEVELOPMENT

- Psychology Courses Attended: [Link](#)

PROFESSIONAL EXPERIENCE

- | | |
|--|---------------------|
| NUS Office of the President (Health and Wellbeing)
<i>Associate Psychologist (Clinical and Data Science)</i> | Feb 2024 – Present |
| <ul style="list-style-type: none">Spearheaded frontline clinical operations, managing a caseload of >25 new clinical staff cases monthlyConducted intake and interventions for clients under clinical supervision from registered clinical psychologistsCo-formulated NUS' mental health manpower strategy [available on request] alongside Chief Wellbeing OfficerReduced 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 novel risk flagging methodsApplied Python models (i.e., prophet forecasting and random forests), to analyse 350,000+ counselling appointments | |
| Ministry of Social and Family Development (Child Protective Services)
<i>Assistant Manager (Child Protection Officer)</i> | Jul 2023 – Feb 2024 |
| <ul style="list-style-type: none">Managed regular triage and social investigations for child protection cases involving violence and sexual abuseScreened intake inquiries and directed cases to suitable agencies via standardised assessment toolsProvided statutory intervention and coordinated case management for vulnerable childrenRevamped operations and re-designed existing processes to overhaul existing service delivery approachesEmployed R and Python in tandem for efficient data extraction, predictive analytics and risk assessment regularly | |
| Temasek Trust
<i>Communications and Engagement Intern</i> | Jan 2023 – Jun 2023 |
| <ul style="list-style-type: none">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)
<i>Research Intern</i> | May 2022 – Jul 2022 |
| <ul style="list-style-type: none">Assessed inmates for community program suitability leveraging various psychometric toolsResearched on desistance & support networks for offenders incarcerated in maximum-security prison | |

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

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)

PROJECTS AND RESEARCH

HWB Clinical Workflows	May 2024
<ul style="list-style-type: none"> Piloted 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
<ul style="list-style-type: none"> Submitted poster abstract for <i>Higher Education Conference in Singapore 2024</i> [here] Leveraged web scraping, sentiment analysis, and topic modelling to analyse >1000 mental health forum posts 	