

Johnathan Yap Wen Jie

+65 8318 2541 • johnathanyap@u.nus.edu • <https://jxhnthan.github.io/john/>

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 & 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
- Swiftly assessed and intervened in employee crises involving self-harm, suicide risk, and severe 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

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, improving functionality, design and user retention

Singapore Police Force (Police Psychological Services Department) Sep 2021 – Dec 2021
Research Intern

- Produced a report examining the proliferation of cyber extortion cases in Singapore
- Coded qualitative data for extortion scripts into meaningful and cohesive categories

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

- Produced innovative content for CNB's social media channels using Adobe Photoshop and Illustrator
- Conducted research and made recommendations to further CNB's preventive drug education outreach efforts

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)

- Responded to '999' emergency calls within Changi Airport's jurisdiction
- Recognised for policing efforts - recipient of Home Team Achievement Award 2018

RELEVANT SKILLS

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

RELEVANT PROJECTS

Overseer June 2024
Project Lead

- Developed a Python-based solution to automate clinical data extraction via Qualtrics' API
- Assessed risk at the pre-intake level, enhancing early risk identification on key areas of the Outcome Questionnaire 45
- Tracked client progress visually over time, enabling data-driven insights and improving monitoring efficiency