

Johnathan Yap Wen Jie

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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 >30 new clinical staff cases monthlyConducted intake and interventions for clients under clinical supervision from registered clinical psychologistsCo-formulated NUS' mental health 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 innovative risk flagging methodsApplied Python models (i.e., prophet forecasting, simulations, BERT), to analyse >350,000 counselling appointments	
Ministry of Social and Family Development (Child Protective Services) <i>Assistant Manager (Operations Strategy)</i>	Jul 2023 – Feb 2024
<ul style="list-style-type: none">Managed regular triage and social investigations for child protection (CP) cases involving violence and sexual abuseScreened intake inquiries and directed cases to suitable agencies via standardised assessment toolsRevamped operations and re-designed existing processes to overhaul existing service delivery approachesLeveraged R, Python & PowerBI for efficient data extraction, predictive analytics, and risk assessmentsDeveloped an automated tool to reverse-geocode postal codes (of known CP cases) into precise SG map coordinatesDelivered data-driven insights through clear visualisations, reports, and presentations to inform decision-making	
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	

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

CLINICAL POSTER PRESENTATIONS

Analysing Mental Health Discourse on mindline.sg <ul style="list-style-type: none"> Accepted poster presentation, <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 [in review], <i>Global Mental Health in Asia 2025 Symposium</i>, Singapore Explored data analytics, BERT, and programming to identify, visualise, and prioritise risk at 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)