

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 and Data Science)

- Spearheaded frontline clinical operations, managing a caseload of >25 new clinical intake staff cases monthly
- Executed 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)

- Managed 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) <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
Home Team Behavioural Sciences Centre (Crime and Forensic Psychology) <i>Research Intern</i>	Dec 2020 – Jan 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 (Photoshop, Illustrator, Figma)
- Coding Languages (HTML, CSS, JavaScript, React, Python)
- R Studio (e.g., data wrangling, web scraping, geospatial analysis)

PROJECTS AND RESEARCH

HWB Clinical Workflows	May 2024
<ul style="list-style-type: none"> 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) Enhanced the tiered care model framework using JavaScript, ensuring reliable support for >40,000 NUS students 	
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] Conducted web scraping, sentiment analysis, and topic modelling of >1000 mental health forum posts 	