

## Johnathan Yap Wen Jie

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### EDUCATION

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#### National University of Singapore

Aug 2019 – May 2023

Bachelor of Arts with Honours (Psychology); Grade: Distinction

### PROFESSIONAL EXPERIENCE

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#### Ministry of Social and Family Development (Child Protective Services)

Aug 2023 – Present

Operations Strategy Officer (Data and Technology)

- Enhanced risk assessment precision by 15% through LightGBM model optimization
- Communicated written and oral data-driven insights to facilitate informed policy decision-making
- Spearheaded new Ops-Tech initiatives for the purpose of automation and streamlining operations

#### Temasek Trust

Jan 2023 – Jun 2023

Communications and Engagement Intern

- Created data-driven reports to inform communications strategy across different platforms
- Developed an R-scripted automated news web scraping tool for real-time social listening
- Built an intranet platform, automated leave tracking system, and media contacts database

#### National University of Singapore

Oct 2022 – Dec 2022

Research Assistant

- Researched on educational aspirations among low-income families (Social Work)
- Web-scraped images, text and data for subsequent analysis using R and Python (Psychology)
- Developed R scripts to efficiently web-scrape large-scale datasets related to behavioural economics (LKYSPP)

#### Singapore Prison Service (Psychological and Correctional Rehabilitation Division)

May 2022 – Jul 2022

Research Intern

- Conducted interviews, risk assessments and data collection with inmates
- Led a qualitative study investigating crime and desistance among youth inmates

#### 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
- Supported clinical psychology operations (i.e., team meetings, triaging of cases, case formulations)
- Built an appointment scheduling system that saw an average intake of 4 new clinical cases per week

#### 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 6 after-hours crisis activations, intake enquiries and screening assessments
- Negotiated with parents and caregivers to ensure implementation and adherence to safety plans

**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
- Ideated, designed and produced bi-monthly mental health resources

**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
- Crafted 2 case studies for SPF's Sexual Crime Duty Officer (SCDO) course

**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
- Synthesised the US opioid crisis into a written report and developed relevant educational materials

**NUS Situated Goal Pursuit Lab**

Jan 2021 – Jul 2021

Undergraduate Research Assistant

- Conducted literature reviews and performed relevant data analysis using R
- Recruited and managed 330 participants for weekly in-person laboratory studies

**Home Team Behavioural Sciences Centre (Crime and Forensic Psychology)**

Dec 2020 – Jan 2021

Research Intern

- Undertook an independent research project with guidance from Home Team psychologists
- Reviewed operational utility of biofeedback for frontline officers in both virtual and physical environments

**Singapore Police Force (Airport Police Division)**

Apr 2017 – Feb 2019

Police Officer

- Coordinated incident management, security coverage, ground patrols, and counter service
- Improved operational efficiency of key systems, including monthly payroll tabulation and manpower deployment
- Recognised with multiple awards: Home Team Achievement Award (2018) and NS Excellence Award (2021)

**RELEVANT SKILLS**

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- Adobe Creative Cloud (Photoshop, Illustrator, Figma)
- Google Analytics
- IBM SPSS
- Microsoft Office
- Python (pandas, NumPY, PyTorch)
- R Studio (Data Wrangling, NLP, Networks, Web Scraping, Shiny)
- SQL
- QGis