

Johnathan Yap Wen Jie

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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
- 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 (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 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)	Dec 2021 – Feb 2022
Child Protection Intern (Intake-ALERT)	
<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)	Jul 2021 – Jan 2022
Communications and Branding Assistant	
<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)	Sep 2021 – Dec 2021
Research Intern	
<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> Produced innovative content for CNB's social media channels leveraging Adobe Photoshop and Illustrator Executed 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)	
<ul style="list-style-type: none"> 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, scikit-learn, Keras, TensorFlow)
- R Studio (e.g., data wrangling, web scraping, geospatial analysis)

RELEVANT PROJECTS

Overseer	June 2024
Project Lead	
<ul style="list-style-type: none"> Led development of a Python-based automation solution for clinical data extraction via Qualtrics' API Automated pre-intake risk assessments, client progress tracking, and real-time notifications based on OQ-45 Achieved significant time-savings of 10 minutes per client (~250 minutes monthly cumulative) 	