

## EDUCATION & PROFESSIONAL CERTIFICATIONS

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<b>National University of Singapore</b> Professional Certificate in Clinical Practice and CBT Foundations for Adults	2024
<b>National University of Singapore</b> Bachelor of Arts with Honours (Psychology); Grade: Distinction (2:1)	2019 – 2023

## PROFESSIONAL DEVELOPMENT

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- Psychology Courses Attended: [Link](#)

## PROFESSIONAL EXPERIENCE

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<b>NUS Office of the President (Health and Wellbeing)</b> <i>Associate Psychologist (Clinical and Data Science)</i> <ul style="list-style-type: none"><li>• Spearheaded frontline clinical operations, managing a caseload of &gt;25 new clinical staff cases monthly</li><li>• Conducted intake and interventions for clients under clinical supervision from registered clinical psychologists</li><li>• Co-formulated NUS' mental health manpower strategy <a href="#">[available on request]</a> alongside Chief Wellbeing Officer</li><li>• Reduced allocation times to &lt;2 days and wait times to &lt;10 days through process improvements (i.e., automation &amp; APIs)</li><li>• Automated the entire online therapy registration workflow <a href="#">[here]</a>, incorporating innovative risk flagging methods</li><li>• Applied Python models (i.e., prophet forecasting and bootstrapping), to analyse &gt;350,000 counselling appointments</li></ul>	Feb 2024 – Present
<b>Ministry of Social and Family Development (Child Protective Services)</b> <i>Assistant Manager (Operations Strategy)</i> <ul style="list-style-type: none"><li>• Managed regular triage and social investigations for child protection (CP) cases involving violence and sexual abuse</li><li>• Screened intake inquiries and directed cases to suitable agencies via standardised assessment tools</li><li>• Revamped operations and re-designed existing processes to overhaul existing service delivery approaches</li><li>• Leveraged R, Python &amp; PowerBI for efficient data extraction, predictive analytics, and risk assessments</li><li>• Developed an automated tool to reverse-geocode postal codes (of known CP cases) into precise SG map coordinates</li><li>• Delivered data-driven insights through clear visualisations, reports, and presentations to inform decision-making</li></ul>	Jul 2023 – Feb 2024
<b>Temasek Trust</b> <i>Communications and Engagement Intern</i> <ul style="list-style-type: none"><li>• Strategised in Temasek Trust's identity rebranding (i.e., website overhaul, logo design, brand messaging)</li><li>• Monitored news outlets for trend jacking opportunities and emerging philanthropic trends</li></ul>	Jan 2023 – Jun 2023
<b>Singapore Prison Service (Psychological and Correctional Rehabilitation Division)</b> <i>Research Intern</i> <ul style="list-style-type: none"><li>• Assessed inmates for community program suitability leveraging various psychometric tools</li><li>• Researched on desistance &amp; support networks for offenders incarcerated in maximum-security prison</li></ul>	May 2022 – Jul 2022
<b>NUS Office of the President (Health and Wellbeing)</b> <i>Communications and Clinical Psychology Assistant</i> <ul style="list-style-type: none"><li>• Coordinated daily management of a five-month long campus-wide mental health campaign</li></ul>	Feb 2022 – Jul 2022

<b>Ministry of Social and Family Development (Child Protective Services)</b> <i>Child Protection Intern (Intake-ALERT)</i> <ul style="list-style-type: none"> <li>Investigated and intervened to prevent recurrence of abuse/neglect for children and young persons</li> <li>Responded to after-hours crisis activations, intake enquiries and screening assessments</li> </ul>	Dec 2021 – Feb 2022
<b>NUS Office of the President (Health and Wellbeing)</b> <i>Communications and Branding Assistant</i> <ul style="list-style-type: none"> <li>Spearheaded branding, design and corporate communications for campus-wide mental health initiatives</li> <li>Served as webmaster for NUS Health and Wellbeing, revamping functionality, design and user retention</li> </ul>	Jul 2021 – Jan 2022
<b>Singapore Police Force (Police Psychological Services Department)</b> <i>Research Intern</i> <ul style="list-style-type: none"> <li>Produced a qualitative report examining the proliferation of cyber extortion cases in Singapore</li> </ul>	Sep 2021 – Dec 2021
<b>Central Narcotics Bureau (Communications Division)</b> <i>Communications Intern</i>	May 2021 – Jul 2021
<b>NUS Situated Goal Pursuit Lab</b> <i>Undergraduate Research Assistant</i>	Jan 2021 – Jul 2021
<b>Singapore Police Force (Airport Police Division)</b> <i>Police Officer (Ground Response Force)</i> <ul style="list-style-type: none"> <li>Led two-man patrol teams to promptly respond to diverse crimes within airport jurisdiction</li> <li>Recognised for outstanding policing efforts, awarded with Home Team Achievement Award (2018)</li> </ul>	Apr 2017 – Feb 2019

## POSTER PRESENTATIONS

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<b>Analysing Mental Health Discourse on mindline.sg</b> <ul style="list-style-type: none"> <li>Accepted poster presentation, <i>Higher Education Conference 2024</i>, Singapore <a href="#">[here]</a></li> <li>Leveraged web scraping, sentiment analysis, and topic modelling to analyse &gt;1000 mental health forum posts</li> </ul>	Jun 2024
<b>Making Sense of Risk: NUS Health and Wellbeing's Approach</b> <ul style="list-style-type: none"> <li>Submitted abstract for poster presentation <a href="#">[in review]</a>, <i>Global Mental Health in Asia 2025 Symposium</i>, Singapore</li> <li>Explored data analytics, NLP, and programming to identify, visualise, and prioritise risk at NUS HWB</li> </ul>	Oct 2024

## CLINICAL PROJECTS

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<b>NUS-wide Clinical Workflows</b> <ul style="list-style-type: none"> <li>Launched the visual generation of pre-intake clinical scores <a href="#">[here]</a> and client progress tracking via Python</li> <li>Built NUS' tiered care mental health triaging system using JavaScript, used by &gt;40,000 NUS students <a href="#">[here]</a></li> </ul>	May 2024
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## RELEVANT SKILLS

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- 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)