

Johnathan Yap Wen Jie

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EDUCATION

National University of Singapore

Aug 2019 – May 2023

- Bachelor of Arts with Honours (Psychology), Minor in Communications and New Media

Tampines Junior College

Jan 2015 – Nov 2016

- GCE 'A' Levels (Arts Stream)

PROFESSIONAL EXPERIENCE

NUS Office of the President (Health and Wellbeing)

Feb 2022 – Present

Communications and Clinical Psychology

- Coordinated the daily management of the #AreyuOK mental health campaign, spanning across five months
- Managed relevant social media channels, which led to a 75% increase in user engagement rate
- Monitored key performance indicators (i.e., user acquisition, engagement, website traffic) and produced monthly reports
- Ideated, designed and produced bi-monthly mental health resources (example: <https://nus.edu.sg/hwb/articles/>)
- Developed crisis communications protocols, ensuring timely responses
- Supported clinical psychology operations (i.e., team meetings, triaging of cases, case formulations)

Ministry of Social and Family Development (Child Protective Services)

Dec 2021 – Feb 2022

Child Protection Intern (Intake-ALERT)

- Provided support in social investigations and assisted in case management services for vulnerable children
- Handled after-hours crisis activations, intake enquiries and screening assessments
- Negotiated with parents and caregivers to ensure implementation and adherence to safety plans
- Engaged in administrative operations (i.e., daily case creations of new intakes and crisis response logs)

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 website, improving functionality, design and user acquisition
- Designed interactive webpages from scratch (example: <https://nus.edu.sg/hwb/peer-staff-supporters/>)
- Built an online appointment scheduling system that streamlined intake of psychological check-in sessions
- Devised communications and user experience strategy, which increased website traffic by over 50%

Singapore Police Force (Police Psychological Services Department)

Sep 2021 – Dec 2021

Research Intern

- Performed forensic psychology research for the Operations and Forensic Psychology branch
- Assessed the proliferation of cyber extortion cases in Singapore (to be published)
- 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
- Refined the Motives to Communicate Goal Pursuit Scale, a novel psychometric tool
- Recruited and reimbursed 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
- Led company welfare activities with other interns

Singapore Police Force (Airport Police Division)**Apr 2017 – Feb 2019**

Police Officer

- Coordinated incident management, security coverage, ground patrols and counter service
- Led operational teams in numerous high-key operations such as Trump Kim Summit, NDP 2018 and Exercise NorthStar
- Handled preliminary investigations of police reports within APD's jurisdiction
- Improved operational efficiency of monthly payroll tabulation system and manpower deployment
- Recipient of Home Team Achievement Award 2018 and NS Excellence Award 2021 (reservist)

OTHER EXPERIENCE

Sengkang Central Youth Network**Jun 2020 – Sep 2020**

Volunteer Mentor

- Provided online homework help for 2 primary school children weekly
- Liaised with parents to understand child's needs and devised ways for academic improvement

Heartware Network**Mar 2019 – Oct 2019**

Volunteer Tutor

- Provided tuition to 2 primary-school children on a weekly basis
- Planned a weekly teaching curriculum with 5 other volunteers

Photography Club**Jan 2016 – Nov 2016**

Projects Director

- Led publicity campaigns for recruitment of new members
- Planned and executed a volunteer project at All Saints Home for 100+ elderly residents
- Prepared promotional write-ups to be featured for school's annual magazine

RELEVANT SKILLS

- Adobe Creative Cloud (Photoshop, Illustrator)
- Figma
- Google Analytics
- IBM SPSS
- Microsoft Office
- R