

Dr. Krishane Patel Behavioural Scientist

📍 1207, 10 Elvin Gardens, HA9 0QG Wembley ✉ Krishane.Patel@gmail.com 📞 07791971221 🌐 krishanepatel.github.io
in <https://www.linkedin.com/in/krishane-patel/>

👤 PROFILE

An accomplished Behavioural Scientist bringing experience in successfully leading and managing research projects, as well as providing industry consulting having made the transition from working in academia at leading institutions. Motivated and results-focused with a proven track record in applying behavioural science principles to facilitate positive change and support decision-making processes, consulting on user behaviours and supporting organisational success in a dynamic industry setting.

★ KEY STANDOUTS

- Provided consultancy for the BBC's Trust Me I'm A Doctor as a key part of the design team, constructing two interventions to promote activity in university staff and assessed the impact of the two interventions on step counts using econometric methods, generating data visualisations, resulting in the report being published on the BBC's blog. [🔗](#)
- Developed and implemented a mixed-methods research project for a PR agency to enhance financial capability in a representative population by designing and evaluating an intervention using qualitative research to understand user behaviour, user preferences and actionable insights to deliver change.
- Worked at several leading academic institutions including the University of Warwick, University College London, Imperial College London and University of York.
- Conducted analysis on Google trends data for a PR agency for the launch of a clients IFISA product to investigate the safest and riskiest cities in the UK to identify the middle city/town in the UK to determine where to launch the campaign.
- Consulted on user behaviours within product reviews (as a Specialist Consultant, NatWest Group) across different financial products and services and gathered information to develop a database of products and associated behaviours/biases.

🏢 CONSULTING & CONTRACTING

Specialist Consultant, NatWest Group
2022 – 2023

- Successfully embedded behavioural science capability to a range of stakeholders using behavioural science clinics, as part of a wider larger strategy for providing support and strategised a hierarchy service to help expedite the types of response and support offered to product teams to provide assurance against regulatory risk on the impact of behavioural biases in product design.
- Delivered a programme of related to Consumer Duty within the remit of the behavioural science team to mitigate behavioural risk to the bank across sectors.
- Reviewed programme deliverables to ensure schedules were maintained, meeting with quality standards.
- Coordinated desk reviews of customer journeys to identify areas of risk, as well as to review communications, platforms and documents before presenting recommendations to stakeholders across retail, wealth and commercial sectors.

Leading International Client in Reinsurance Industry, Freelance Consulting
2019 – 2020

- Led and delivered several projects to improve customer claims journeys, and developed/managed large surveys across multiple market populations using regression Models.
- Analysed large and complex datasets, developed a Plops custom business strategy

🧠 SKILLS

- R
- HTML, CSS & Vanilla JS
- Research Methods
- Data Analysis
- Project Management
- Leadership
- Problem-solving
- Consultancy Services
- Stakeholder Management
- Impact Evaluation
- Behavioural Insights

🎓 EDUCATION

PhD in Behavioural Science,
Warwick Business School
2014 – 2018

MRes in Psychology, University of York
2012 – 2013

BSc (Hons) in Psychology,
University of Warwick
2008 – 2011

📖 SELECTED PUBLICATIONS

Co-designing innovative and theoretically informed conceptual prototypes for interventions to increase hand hygiene in hospital settings: A case study.,
Design for Health
2021

Patel, K., Schmidtke, K. A., Taj, U., Dangazele, N., Read, D. & Vlaev, I.

Food allergen communication: an in-business feasibility trial.,
Food Control
2021

McPhedran, R., Patel, K., Rayner, A., Patel, M., Disson, J., John, A., ... & Toombs, B

- suited for the clients' requirements and developed a research-backed roadmap that supported the execution phase of the project utilising behavioural insights.
- Monitored and controlled project scope, schedule, and resources, including the recruitment of freelance researchers and participant costs.
- Orchestrated field trials to evaluate interventions in customer journeys, that reported a 12% improvement in NPS using mixed effect models.

Major Client in Debt Recovery Industry, Freelance Consulting

2018 – 2018

- Delivered a project that addressed and identified the cause of declining revenue, drafted a report with recommendations to support the development of the client's long-term strategy.
- Used psychological theory to redesign letter content and simplified the repayment process.
- Applied psychological theory to generate new company names and tag lines that were tested in field trial showing 8% increase in NPS using DiD approach.
- Conducted an evaluation of collection letters through an experiment to compare different letter content, that were shown to improve response rates by 3% using DiD approach.

PROFESSIONAL EXPERIENCE

Research Fellow, University of Warwick

2020 – 2022

- Led the development and evaluation of an online randomised-controlled trial that reduced the impact of mental health disorders, such as insomnia, in the workplace by over 40%.
- Project managed and quality assured the quantitative and qualitative evaluation of the randomised-controlled trial, data management and processing (including sample size calculations, randomisation and data collection).
- Oversaw cost evaluation of the trial with a team of two researchers, quality assuring their work.
- Secured funding for COVID-19 research on risk compensation in a quasi-experimental design using an online distancing task showing a significant association between vaccination efficacy belief and social distance.
- Delivered online experimental work, investigating judgements of racial discrimination in labour markets utilising Machine Learning and Natural Language Processing.

Research Fellow, University College London & Food Standards Agency

2018 – 2020

- Oversaw delivery of a cluster randomised controlled trial on food policy, targeting allergen and intolerance sufferers, which was published in a leading academic journal on food policy.
- Provided advice and consultancy for researchers conducting both qualitative and quantitative research, providing quality assured and building robust methodology and sound measurement techniques.
- Oversaw research on systematic reviews of policies to improve food hygiene in food establishments, as well as regulatory policy to increase food business registration with the FHRs.
- Set up the behavioural science/impact & evaluation functionality of the Social Science team, presented on behavioural science findings and recommendations to policymakers, executives, and key stakeholders.
- Designed and assessed a framework to select optimal behavioural change frameworks, theories and models for use in public policy and intervention design.

Diagnostic validity of behavioural and psychometric impulsivity measures: An assessment in adolescent and adult populations.,

Personality and Individual Differences

2016

Kulendran, M., Patel, K., Darzi, A., & Vlaev, I

AWARDS

[\$12,190 & £2,393] - Characterising avoidance behaviour in financial contexts,

Monash Warwick Alliance.

2017

Patel, K., Rotaru, K., Oppewal, H. & Vlaev, I.

[£248,503] - Using habits and goals to increase people's financial capabilities,

Money Advice Service

2017

Schmidtke, K., Patel, K., Scharf, S., King, D., Elliot, A. & Vlaev, I.

[£12,810] - The HABIT trial; using habit formation strategies for medication

adherence, Network for Integrated Behavioural Science & University of Warwick: Global Research Priorities

2016

Patel, K., Schmidtke, K., Judah, G., Mansur, A., White, D., Voon, V. & Vlaev, I.

[£79,263] - Warwick Business School Doctorate in Philosophy studentship,

Economic and Social Research Council

2014

Patel, K.