

Junior Mortgage Adviser

Jade Thompson



EXPERIENCE

Mortgage Support Assistant (Placement), Nationwide Building Society, *Sep 2023 – Aug 2024*
Nottingham

Year-long placement supporting the mortgage advisory team in the Nottingham branch network.

- Assisted qualified advisers with documentation and case preparation for **85 mortgage applications**
- Processed proof of income, ID verification, and property valuations for loans averaging **£195,000**
- Handled **30+ customer calls per week** providing updates on application progress
- Helped reduce application processing time by **2 days** through improved document checklists

Customer Assistant, Boots UK, Nottingham

Sep 2021 – Aug 2023

Part-time role on the shop floor and till at the Victoria Centre store.

- Served an average of **70 customers per shift** during weekends
- Managed the Advantage Card sign-up process, enrolling **15 new members per week**

CERTIFICATIONS

CeMAP Module 1 (Passed), The London Institute of Banking & Finance

Mar 2025

EXTRA CURRICULAR ACTIVITY

Nottingham Trent Student Finance Committee

Sep 2024 – Jun 2025

Peer mentor helping **12 first-year students** understand student loans, budgeting, and bank accounts.

PROFILE

Finance graduate from Nottingham Trent University with customer-facing experience in retail banking. Completed a **12-month placement** at Nationwide Building Society, supporting mortgage advisers with **85 client cases**. Currently studying for the CeMAP qualification to become a fully qualified mortgage adviser.

EDUCATION

BSc (Hons) Finance in Finance

Nottingham Trent University, Nottingham

Sep 2022 – Jul 2025

SKILLS

- Mortgage Application Processing
- Customer Communication
- Document Verification
- KYC/AML Checks
- Microsoft Office
- CRM Systems
- Financial Product Knowledge
- Telephone Manner

LANGUAGES

- English - Native