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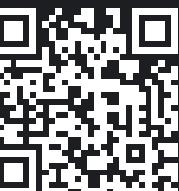


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# 2023

## BY THE NUMBERS

11,066



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► cover story

# the RANSOM-MCKENZIE team

## *Charlotte & Bob*

Written By Terrina Russell · Photography by Marissa McCutchan

**T**he world of real estate can often seem daunting and impersonal, but for Charlotte Ransom McKenzie and Bob McKenzie, it's a passion-driven journey rooted in family and community. The husband-and-wife team has carved out a unique niche in Riverside, building a reputation for personalized service, deep community involvement, and unwavering commitment to their clients.

Bob and Charlotte's journey to real estate was anything but straightforward. They met in Palm Desert while working in the hotel industry. Charlotte, with a background in International Relations, was hired by Hyatt Hotels as a tour sales manager due to her fluency in Japanese and French. Bob, on the other hand, majored in International Finance and served as a Rooms Manager for Westin Hotels. Both found their way into hospitality more by accident than design, a serendipitous alignment that would later serve them well in real estate.

In 2005, a career crisis led Charlotte to return to her roots in Riverside. Her mother, Connie Ransom, a successful Realtor since 1999, needed help during the booming market. Charlotte joined her, marking the beginning of the Ransom-Mckenzie Team. Bob, who had a successful career as an insurance sales representative with AAA, joined the team in 2017 upon his retirement.

Transitioning from individual careers to working together was initially daunting for Bob and Charlotte. Charlotte had already established herself as a top agent alongside her mother, and Bob was stepping into a new field after years of success in insurance sales. However, their complementary skills quickly proved

advantageous. "Opposites attract," Charlotte notes, highlighting how their differing strengths and perspectives balance each other perfectly.

Despite initial nerves, their collaboration has flourished. Charlotte's extensive experience and Bob's fresh perspective combined to maintain and even elevate the team's success. Connie retired in March, and now the duo continues to thrive, drawing on their robust partnership and deep community ties.

For the Ransom-Mckenzie Team, real estate is as much about community as it is about transactions. Their involvement in local organizations is extensive. Charlotte serves on the board of Riverside Community Players and participates as an actor, while Bob has been deeply involved with Rotary since 2007, currently serving as Assistant Governor. Their community engagement extends to local arts groups and the Riverside Chamber's Leadership Riverside program.

"We don't just attend community events; we see them as marketing opportunities," Charlotte explained. Their approach has not only built their brand but also fostered genuine connections with clients, many of whom they now consider friends.



66

*We don't just attend  
community events;  
we see them  
as marketing  
opportunities.*

99



One of the key advantages of a career in real estate, according to Charlotte, is the flexibility it offers. This flexibility has allowed them to manage not just their business but also their family responsibilities. From volunteering in their children's classrooms to caring for aging parents, the ability to set their own schedule has been invaluable.

Setting boundaries is crucial, especially in a demanding field like real estate. "Bob is really good at setting those boundaries," said Charlotte. Their work-life balance strategy involves not just managing their time effectively but also integrating their social lives with their professional lives by staying in touch with clients through casual events and gatherings.

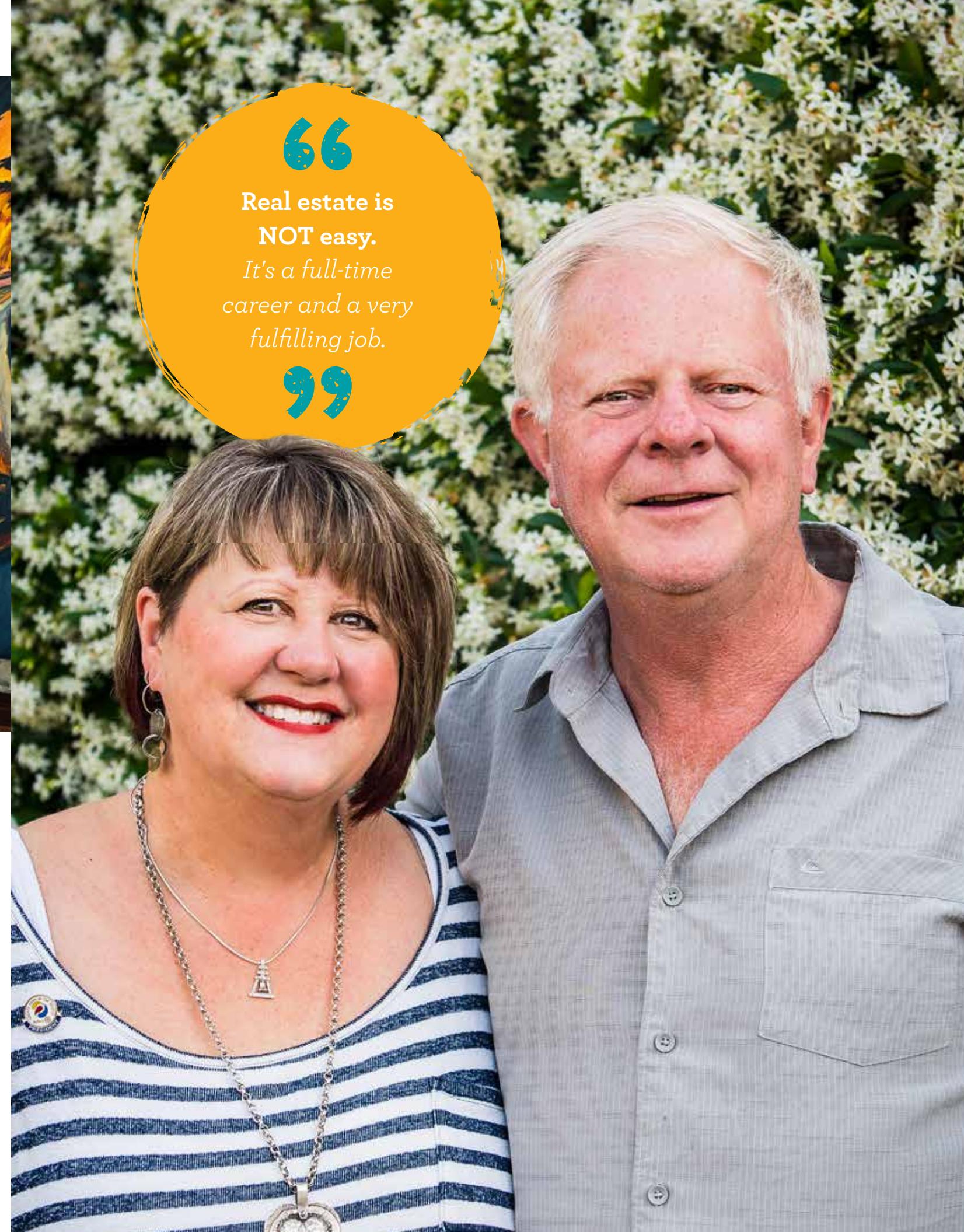
While the thought of starting their own agency has crossed their minds, the duo remains content with their affiliation with Coldwell Banker Realty. The support and resources provided by the national chain are invaluable, offering them peace of mind and the tools necessary for success.

"Yes, we pay a percentage to the broker, but it's worth it for the peace of mind that they've got our back every day," Charlotte said. The culture of their office and the excellent relationship with their manager solidify their decision to stay with Coldwell Banker.

For those entering the real estate industry, Charlotte emphasizes that success requires dedication and

continuous learning. "Real estate is NOT easy. It's a full-time career and a very fulfilling job," she advised. The industry is ever-changing, and staying ahead requires constant education and adaptation.

Reflecting on their journey, Charlotte and Bob's story is a testament to the power of passion, partnership, and community. Their unique path from the hotel industry to real estate, their deep involvement in local activities, and their ability to maintain a healthy work-life balance make them stand out in the crowded field of real estate agents. Their success is not just measured in transactions but in the lasting relationships they build and the positive impact they have on their community.



“

Real estate is  
NOT easy.  
It's a full-time  
career and a very  
fulfilling job.

”



► preferred partner spotlight

Written By Terrina Russell · Photography by Marissa McCutchan



# LISA DEWITT

## WITH CORNER ESCROW

Like many people in the real estate industry, Lisa DeWitt began her career in escrow quite by accident. In 2018, she transitioned from a construction division to escrow within a company she was already working for. This move inadvertently opened the door to a fulfilling and dynamic career at Corner Escrow.

Over the past six years, she has not only found her niche but also cultivated a remarkable team that has become central to her professional identity.

At Corner Escrow, Lisa has had the unique opportunity to shape her team, a process she describes as her favorite aspect of the job. The flexibility of the real estate industry and the supportive environment at Corner Escrow have allowed her to excel both professionally and personally. Lisa's team is more than just a group of colleagues; they are a close-knit unit that has developed a distinctive vibe and office culture. This strong team dynamic is one of the key factors that sets them apart in a competitive industry.

The secret to their success lies in their exceptional customer service and communication. Lisa emphasizes that her escrow officers are known for their availability and responsiveness, traits that are often lacking in other companies. This dedication to client communication ensures that realtors and homeowners alike receive the attention and support they need, particularly during the stressful process of buying a home. The team's willingness to go above and beyond, even working weekends and providing personal cell phone numbers, makes a significant difference in their clients' experiences.

Lisa's role as a sales and marketing rep involves bringing in new business by forming strong relationships with realtors and lenders. She takes pride in the comprehensive services offered by her team, particularly their expertise in handling mobile homes and bulk sales, which are not commonly managed by other escrow companies. This specialized service not only attracts clients but also earns referrals from other local escrow companies, further solidifying Corner Escrow's reputation as a full-service provider.

The team's success is also bolstered by their collaborative efforts and continuous professional development. Regular team meetings, corporate management sessions, and sales meetings help them stay aligned and innovate together. This close collaboration extends across all branches of the company, creating a family-like atmosphere where everyone knows and supports each other. Despite being part of a larger corporate structure, Corner Escrow maintains a boutique feel, emphasizing personal connections and mutual support.



On a personal level, Lisa's journey through motherhood has been seamlessly integrated into her professional life, thanks to the understanding and flexibility of her team and company. One night after Lisa attended a Real Producers event, she went into labor with her son Tripp. His newborn photos were featured in the magazine, and he, like Lisa, continues to grow in the industry. She was also afforded the opportunity to take an extended maternity leave and gradually transition

back to work. Her team's support allowed her to bring her son to the office, making the balance between her professional and personal life much more manageable. This experience underscores the family-forward culture at Corner Escrow, where the well-being of employees and their families is a top priority.

"It is easy at times to feel like you aren't doing enough professionally or personally, or as a mother, and this team has never made me feel any less than the best," said Lisa. "It was the best experience I could have asked for."

Lisa's story is a testament to the importance of finding a workplace that supports both professional growth and personal well-being. Her team at Corner Escrow exemplifies what can be achieved when a group of dedicated individuals come together with a shared commitment to excellence and mutual support. As Lisa continues to thrive in her role, her team's cohesive dynamic and exceptional service will undoubtedly keep them at the forefront of the escrow industry.

It is easy at times to feel like you aren't doing enough professionally or personally, or as a mother, and this team has never made me feel any less than the best.

**It was the best experience I could have asked for.**



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# Michelle Carnley

It's safe to say that Coldwell Banker ABR agent Michelle Carnley knows real estate like the back of her hand. She learned the ins and outs of the trade from a young age – from both her stepfather Ray Magnon, a prominent developer, and her mother, Kelly Magnon, a respected agent. Now an award-winning multimillion-dollar producer and a Global Luxury Property Specialist, Michelle is an invaluable partner for those looking to enter the market in Southern California – and has been bringing buyers and sellers the best results for over a decade.

Born in Riverside and raised in picturesque Canyon Crest, Michelle has called this area home for over 59 years and cherishes its rich surroundings. Her roots in the town run deep – Michelle's stepfather, Ray Magnon of the Magnon Companies, left a lasting legacy by helping construct various business complexes, restaurants, townhomes, condos, and custom homes. Michelle began her journey in the real estate business at age 18 as his secretary, quickly falling in love with the industry.

A leading agent in the Inland Empire region, Michelle has demonstrated her prowess by consistently achieving the prestigious Million Dollar Award, earning the title of Top Multimillion-Dollar Producer, and securing a spot in the Masterminds Elite Chairman's Club every month since 2021. Her goal is to not only meet your expectations but to exceed them from start to finish. Michelle's word is "extra" because she always tries to do extra for her

clients who trust them with the biggest sale of their lives. When you put "Extra on top of Ordinary," that is her word "EXTRAORDINARY."

As an Accredited Buyer's Representative (ABR®), Michelle excels in guiding buyers through the home search process, especially in this fast-paced seller's market. She wields her exceptional area knowledge to present a variety of homes and lifestyles tailored to buyers' needs. She also connects them with vetted vendors, securing low mortgage and insurance rates as well as warranties for an efficient and successful home purchasing experience. Michelle's philosophy revolves around enriching her clients' lives with the dream of homeownership – something she prioritizes for every buyer she meets.

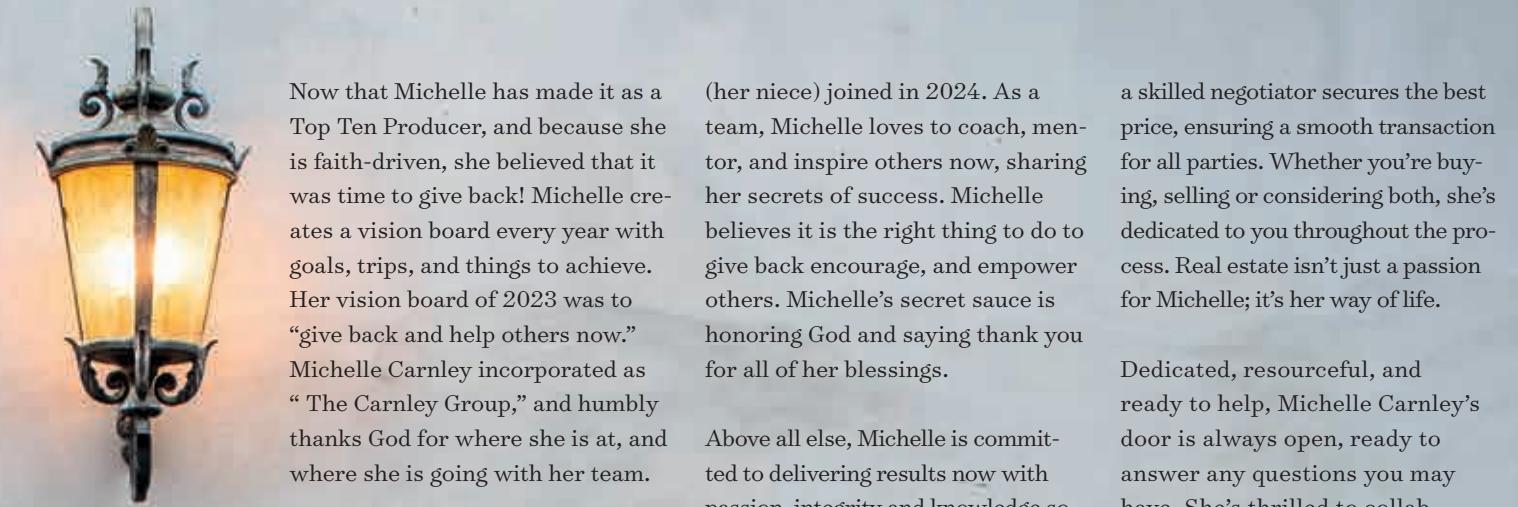
Michelle offers the same full-service assistance to sellers, providing strategic pricing analysis and recommendations for staging to ensure top dollar. As a Global Luxury Specialist, she leverages the impressive global reach of the Coldwell Banker® brand, including an extensive network of real estate websites, social media channels, and YouTube presence in conjunction with targeted direct mail marketing to reach potential buyers.

Michelle has boy/girl fraternal twins who will be 24 in July. Her Son, Brennan Carnley has been her steady rock since he was little. Brennan stood beside Michelle and helped her walk flyers, put up real estate posts, and assist her business in any way he could.

Brennan is now a well-respected building inspector but still finds time to help his mom. Michelle's daughter, Ashlynn Carnley, lives in Wisconsin doing artwork.



Above all else, Michelle is committed to delivering results now with passion, integrity and knowledge so her clients are empowered to make informed decisions.



Now that Michelle has made it as a Top Ten Producer, and because she is faith-driven, she believed that it was time to give back! Michelle creates a vision board every year with goals, trips, and things to achieve. Her vision board of 2023 was to “give back and help others now.” Michelle Carnley incorporated as “The Carnley Group,” and humbly thanks God for where she is at, and where she is going with her team.

Angie Senteno joined the Carnley Group in 2023, and Kayla Galvan

(her niece) joined in 2024. As a team, Michelle loves to coach, mentor, and inspire others now, sharing her secrets of success. Michelle believes it is the right thing to do to give back encourage, and empower others. Michelle’s secret sauce is honoring God and saying thank you for all of her blessings.

Above all else, Michelle is committed to delivering results now with passion, integrity and knowledge so her clients are empowered to make informed decisions. Her expertise as

a skilled negotiator secures the best price, ensuring a smooth transaction for all parties. Whether you’re buying, selling or considering both, she’s dedicated to you throughout the process. Real estate isn’t just a passion for Michelle; it’s her way of life.

Dedicated, resourceful, and ready to help, Michelle Carnley’s door is always open, ready to answer any questions you may have. She’s thrilled to collaborate with you and ready to kickstart this exciting journey.



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