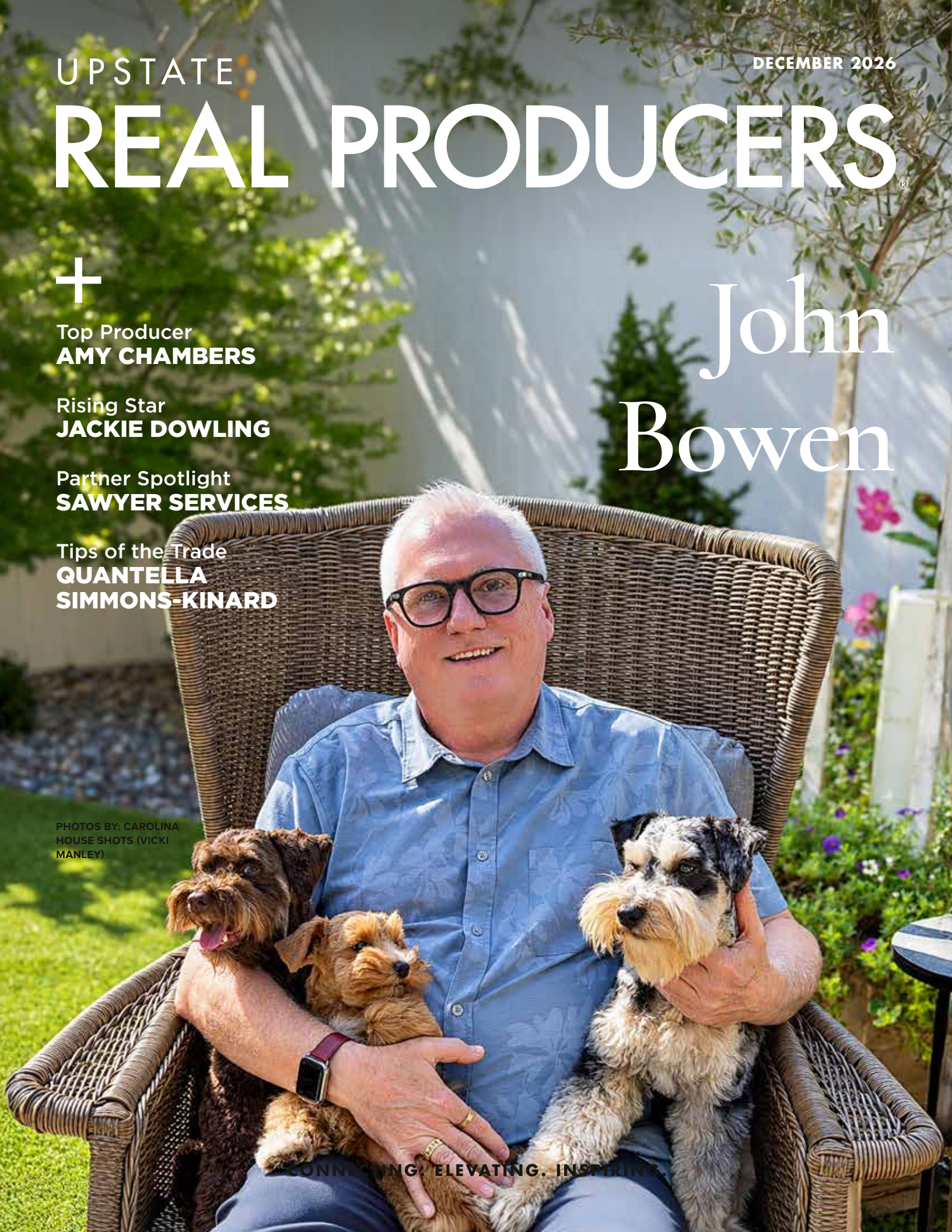

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DECEMBER 2026

+

Top Producer
AMY CHAMBERS

Rising Star
JACKIE DOWLING

Partner Spotlight
SAWYER SERVICES

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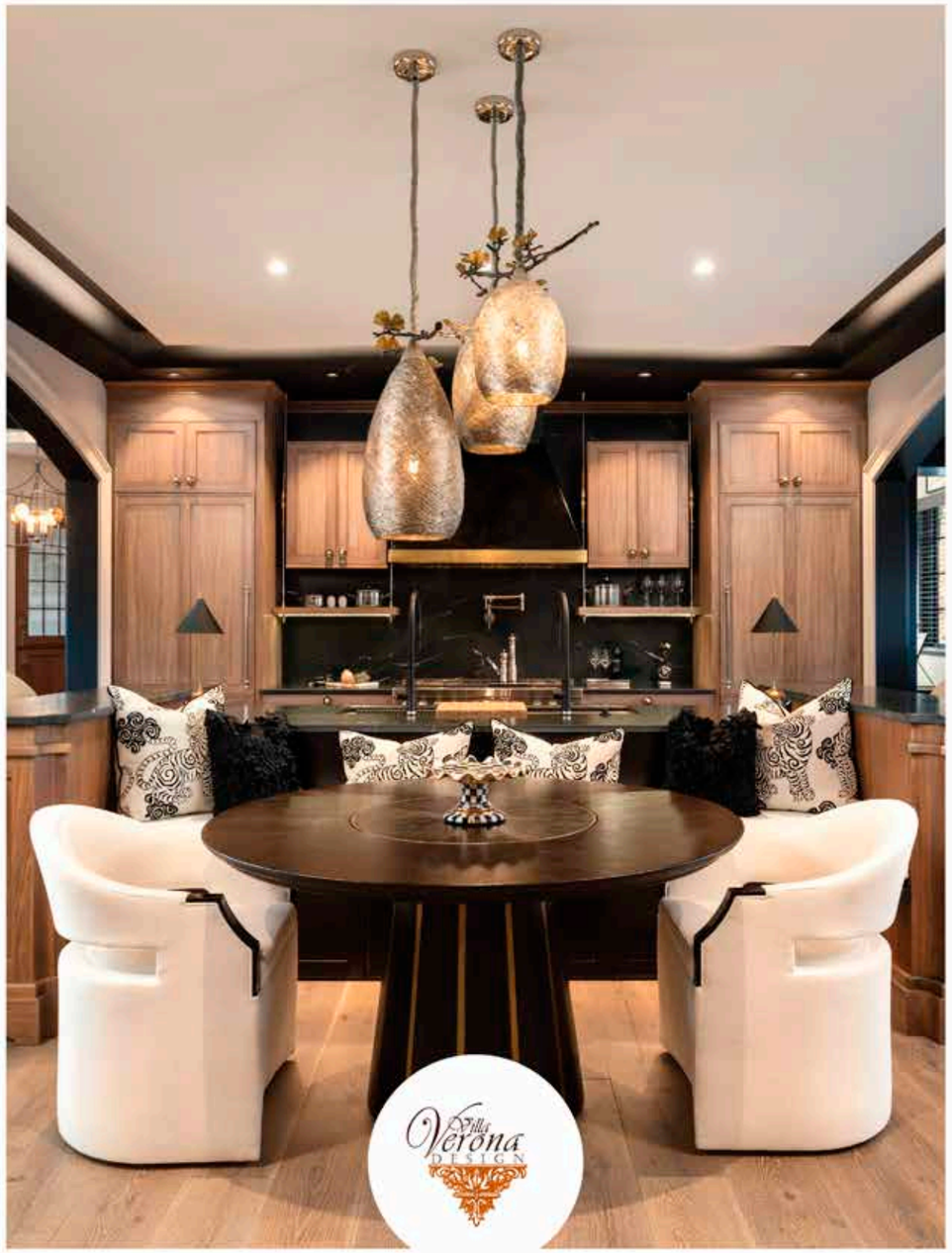

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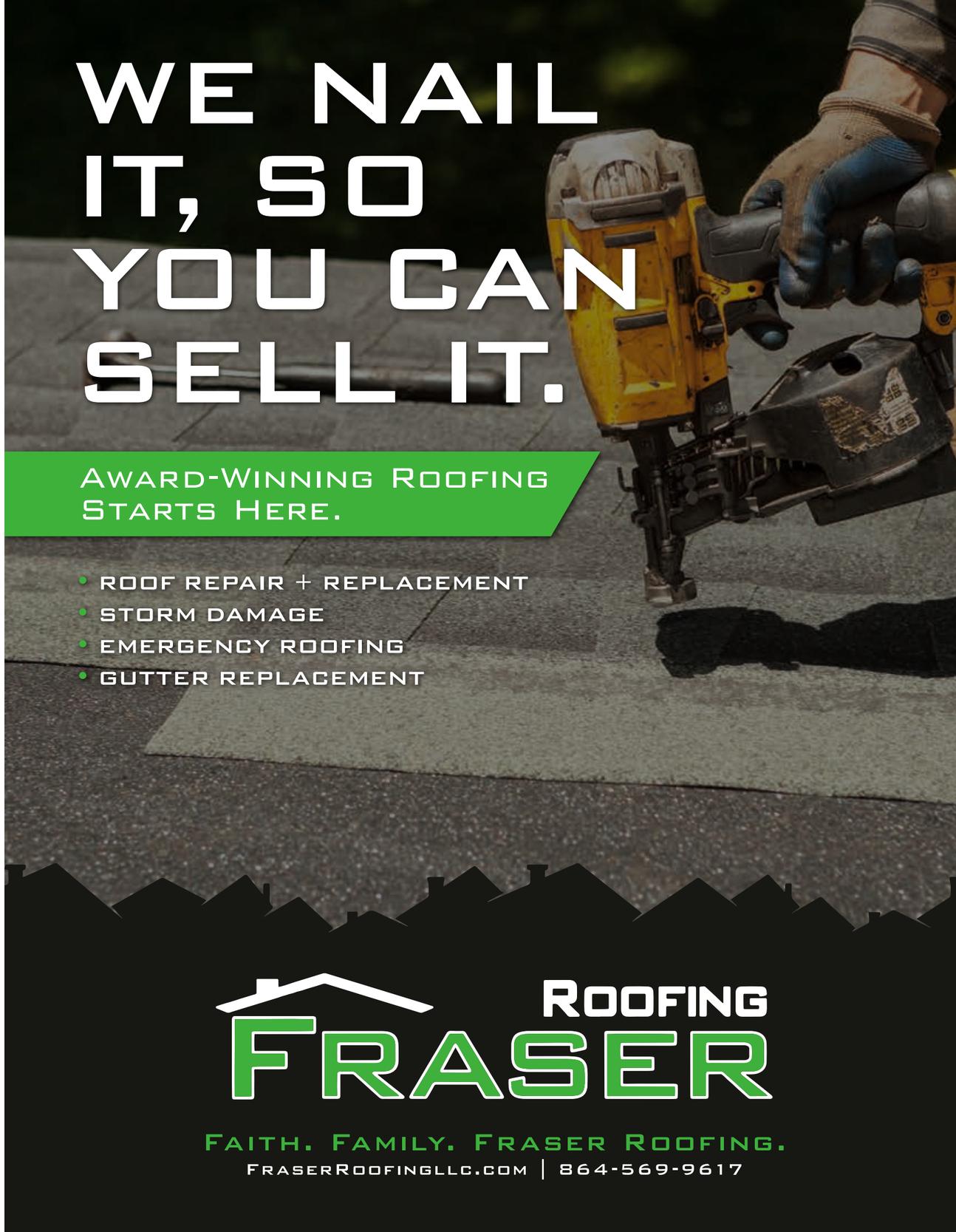

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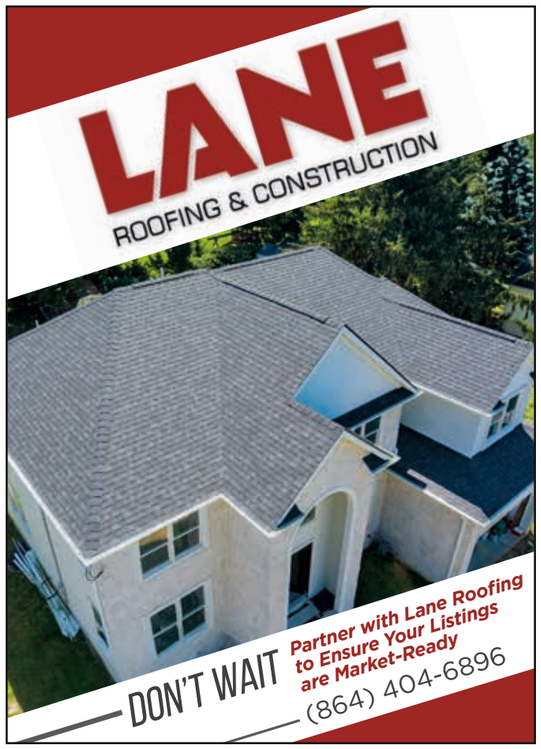



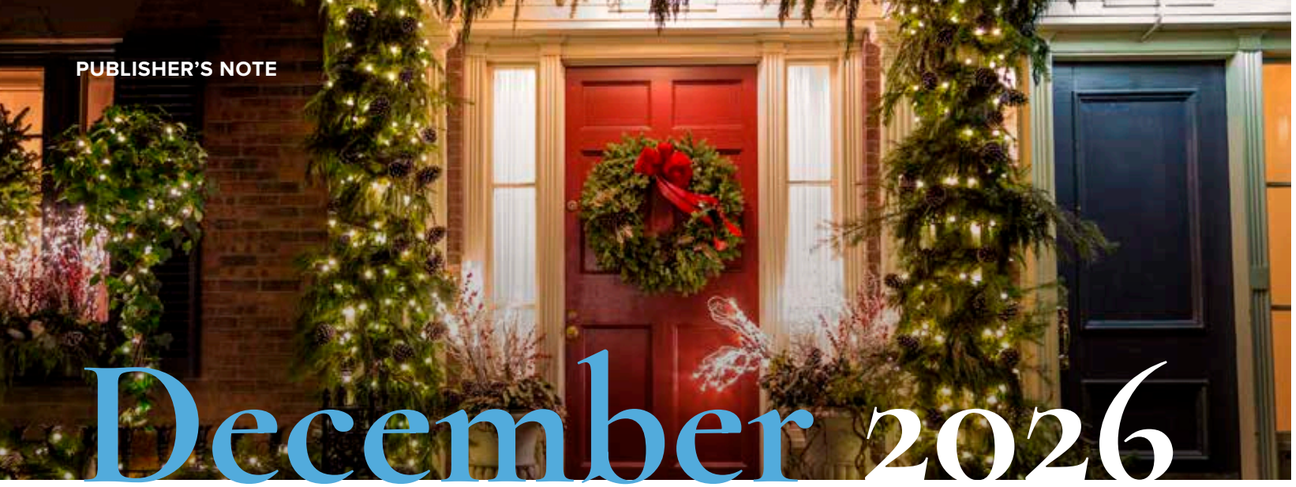

December 2026

Merry Christmas from *Upstate Real Producers!*

As we turn the page to December and celebrate the Christmas season, we want to take a moment to express just how grateful we are for you—our *Upstate Real Producers* readers, featured agents, industry professionals, and valued Preferred Partners. Each month, this publication is created with the goal of celebrating the people who make the Upstate real estate community exceptional, and we are incredibly thankful that you continue to invite us into your businesses, your stories, and your successes. Your support, encouragement, and continued readership are what make *Upstate Real Producers* more than a magazine—it makes it a community and a place where accomplishments, relationships, and the people behind the transactions can truly be celebrated.

December is the perfect time to reflect on the year behind us and recognize the incredible professionals who continue to raise the bar throughout the Upstate. This month, we are especially excited to introduce you to our Cover Feature, John Bowen with Keller Williams Greenville. John's story, career, and approach to real estate offer an inspiring look at what it means to build a successful business while remaining committed to the people and relationships at the heart of the industry. We are honored to feature him on this month's cover and invite you to get to know the person behind the production and the success.

Our Top Producer Feature, Amy Chambers with Bluefield Realty, represents the dedication, consistency, and hard work that define excellence in real estate. Top producers don't simply achieve impressive numbers—they build their success through countless hours, meaningful client relationships, resilience, and an unwavering commitment to serving others. We are proud to highlight Amy and celebrate the accomplishments that have earned her this well-deserved recognition.

We are also shining a spotlight on Rising Star Jackie Dowling with Berkshire Hathaway. Every established real estate career begins somewhere, and Rising Stars are the professionals whose passion, determination, and momentum are creating exciting possibilities for the future. Jackie's story is a wonderful reminder that success is built one client, one relationship, and one opportunity at a time. We are excited to introduce her to our readers and celebrate all that she is accomplishing in her career.

And because the success of our real estate community is strengthened by the professionals who stand alongside our agents, we are pleased to feature Sawyer Services in this month's Partner Spotlight. Our Preferred Partners play an important role in helping agents provide exceptional service to their clients, and we are grateful for the businesses and professionals who invest their time, expertise, and resources into the real estate community. Their partnership helps make the work of *Upstate Real Producers* possible, and we are proud to give them a place in these pages.

Most of all, as we celebrate Christmas, we want to say thank you. Thank you for reading, sharing, contributing, referring, attending our events, and continuing to make *Upstate Real Producers* part of your professional community. We never take your support for granted. It is a privilege to tell your stories and celebrate the accomplishments of so many remarkable people throughout the Upstate.

From all of us at *Upstate Real Producers*, we wish you and your families a very Merry Christmas and a joyful holiday season. May this Christmas bring you time to slow down, enjoy the people who matter most, reflect on the blessings of the past year, and look ahead to a new year filled with opportunity, success, and meaningful connections. Merry Christmas, Upstate—and thank you for allowing us to celebrate with you all year long!





Robert & Sierra Smith
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Amy CHAMBERS

MORE THAN A HOME, A LIFE CHANGED



PHOTOS BY: TRES DABNEY (TRUE NORTH PRODUCTIONS), WRITTEN BY: AMY PORTER

Bluefield Realty Group

Some people find real estate as a career. For Amy Chambers, real estate found her.

What began as a passion for interior design, home renovation, and helping others create beautiful spaces eventually evolved into a career that has spanned more than two decades, touched countless lives, and carried her through some of life's highest peaks and deepest valleys. Today, as a Top Producer with Bluefield Realty Group, Amy is known for her energy, creativity, compassion, and unwavering dedication to her clients. But behind the success is a woman whose journey has been shaped not only by hard work, but by faith, perseverance, and gratitude.

Long before she became a Realtor, Amy owned a small interior design business while she and her husband invested in rental properties and flipped homes. Through those experiences, she received a firsthand education in the buying and selling process. Surprisingly, despite spending so much time around real estate, obtaining her license had never crossed her mind.

That changed when her mother and sister decided to pursue careers in real estate and encouraged Amy to do the same.

"It was like a hand fitting into a glove," Amy recalls.

From the moment she entered the industry, she knew she had found her calling. In fact, during her very first month in business, she closed a transaction that earned a $36,000 commission. Her broker quickly reminded her that such success was far from typical, but the experience confirmed what Amy already felt in her heart—she belonged in real estate.

Since receiving her license in 2005, Amy has built a career defined by growth, leadership, and meaningful relationships. She began at Open House Realty under the mentorship of Mike Moore, whom she credits as one of the most influential figures in her early career.

"He was calm, patient, and always willing to help," she says. "He taught me so much."

Over the years, Amy worked alongside her mother at Red Door Realty, led a successful team at Keller Williams Greenville Upstate, and eventually took on brokerage ownership herself. When her mother decided it was time to step back from ownership, Amy and business partner Sitara Hultman purchased Red Door Realty and successfully operated the company together for several years.

Eventually, they made the decision to merge with Bluefield Realty Group, bringing their agents with them. For Amy, the move represented the perfect blend of local ownership, innovative technology, and strong agent support.

Today, Bluefield Realty Group provides the platform that allows her to continue doing what she loves most: helping people navigate life's transitions.

And that, more than anything, is what drives Amy.

She doesn't specialize in a particular price point, neighborhood, or client type. Instead, she specializes in people.

Whether she is helping first-time buyers achieve homeownership, assisting growing families who need more space, or guiding empty nesters through the downsizing process, Amy approaches every client relationship with the same philosophy—listen first.

"Put yourself in their shoes," she says. "Empathize with what they're going through and create a strategy that helps them get where they want to be."

That philosophy has resulted in countless success stories throughout her career, but one remains especially meaningful.

Years ago, Amy met a single mother who worked at Walmart and was raising two children, including a son with autism. The woman dreamed of owning a home but believed her financial circumstances made it impossible.

Amy saw something different.

She helped her explore a rural housing loan option that required no down payment and successfully negotiated with the seller to cover the closing costs. By the time the transaction closed, the buyer had achieved her dream without bringing money to the closing table.

The gratitude and excitement that woman experienced is something Amy still carries with her today.

Moments like that remind her why she entered the business in the first place.

For Amy, real estate has never been about houses. It's about what those houses represent.

That understanding was planted in her heart as a young girl.

When Amy was growing up, her parents divorced, leaving her mother to raise three daughters on her own. The family found themselves living together in a small two-bedroom apartment while trying to rebuild their lives.

Eventually, they were able to purchase a home.

Amy vividly remembers watching her mother kneel beside the fireplace and thank God through tears for the blessing of having a place to call their own.

That moment became one of the defining memories of her life.



It taught her that a home is far more than walls and a roof. It represents security, stability, hope, and new beginnings.

It also explains why Amy has always looked up to her mother, not only as a parent but as a Realtor.

"My mom is the sweetest person you'll ever meet," Amy says. "She genuinely cares about people. But she's also incredibly strong because life made her strong."

That strength would become a lesson Amy would need throughout her own journey.

Like many people, Amy has experienced seasons that tested her faith and resilience. She navigated the challenges of raising three boys, including a son with special needs. She endured the devastation of the 2008 housing recession, losing virtually everything—including her own home. Years later, she faced the heartbreak of divorce after 25 years of marriage. She also spent years watching her sister battle addiction.

Any one of those challenges could have left someone feeling defeated.

Instead, Amy chose faith.

“God has always been my rock,” she says. “He has guided me through every difficult season.”

Looking back now, she sees restoration where there was once pain.

Her youngest son, Rhett, who has autism, works full-time and recently achieved the milestone of purchasing his own home. Her other sons, Austin and Pearson, have built beautiful lives with their wives, Laura and Melissa. Her sister is now four years into recovery and helping others through her testimony.

And Amy herself has found happiness again.

She is married to her husband, Paul, an Australian native whose own story includes tremendous loss after the passing of his wife following a long battle with cancer. Together, they have blended a large family that spans multiple states and continents.

Between Amy’s three sons (Austin, Pearson, and Rhett) and Paul’s five children (Jess, Kathleen, Matthew, Katie, and Jack, family gatherings are joyful, lively, and full of love.

Their home has become a gathering place where relationships are celebrated, memories are created, and gratitude is shared.

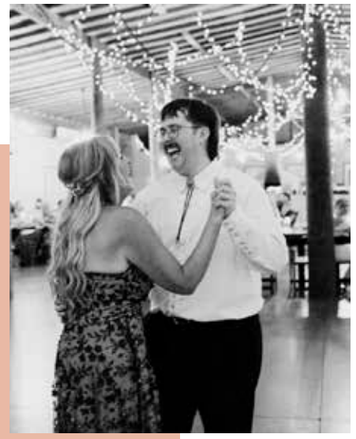
That same spirit of connection extends into Amy’s business.

Empathize

WITH WHAT THEY’RE GOING THROUGH AND CREATE A STRATEGY THAT HELPS THEM GET WHERE THEY WANT TO BE.”







One of her greatest passions today is hosting small gatherings in her home for past clients. Rather than focusing on transactions, she focuses on relationships, creating opportunities to thank the people who have trusted her throughout the years.

Those relationships have become one of the most rewarding aspects of her career.

Amy has watched children grow up, leave home, purchase their first houses, and eventually start families of their own. She recently discovered that she had completed eight transactions for members of a single family.

To her, that is the ultimate compliment.

It means people trust her not only with one of the biggest financial decisions of their lives but with the people they love most.

With approximately $12 million in sales volume last year and a reputation built on integrity, compassion, and service, Amy has established herself as one of the Upstate’s most respected real estate professionals. Yet success, in her eyes, has little to do with numbers.

“Success is having the resources to help the people you love when they need it, having time to spend with them, and enjoying the journey along the way.”

That perspective reflects the balance she has worked hard to achieve.

For years, Amy believed success meant working endlessly until one day she could finally relax.

Experience taught her otherwise.

Today, her advice to younger agents is simple: work hard, but don’t forget to live.

“The balls are never going to stop coming,” she says. “Take time to enjoy life along the way.”

As she looks toward the future, Amy doesn’t envision stepping away from real estate anytime soon. After all, her mother is still selling homes at age 80.



In many ways, Amy hopes to follow that same path.

Because after more than two decades in the business, she still loves what she does.

Not because of the sales. Not because of the awards. Not even because of the financial opportunities.

She loves real estate because it allows her to make a difference.

At the heart of Amy Chambers’ story is a woman deeply grateful for the life she has been given—a devoted mother, loving wife, loyal friend, and trusted advocate for her clients. She understands better than most that life can change in an instant, that hardships are inevitable, and that every person has a story.

Perhaps that’s why she connects so deeply with the people she serves.

Because when Amy helps someone buy or sell a home, she isn’t simply facilitating a transaction.

She’s helping write the next chapter of their story.

And for Amy Chambers, there is no greater privilege than that.

FAVORITE QUOTE:

“This is the true joy in life. The being used for a purpose recognized by yourself as a mighty one. The being thoroughly worn out before you are thrown on the scrap heap. The being a force of nature instead of a feverish selfish little clod of ailments and grievances, complaining that the world will not devote itself to making you happy” George Bernard Shaw

“I know the plans that I have for you, declares the Lord, plans to prosper you and not to harm you, plans to give you hope and a future” Jeremiah 29:11



JOHN BOWEN



PHOTOS BY: CAROLINA HOUSE SHOTS (VICKI MANLEY), WRITTEN BY: AMY PORTER

THE LONG GAME

John Bowen Has Built a Career on Doing Right by People

There are plenty of ways to measure a successful real estate career. There are sales numbers, awards, years in the business, transactions closed and, of course, volume. By those measures, John Bowen has certainly earned his place among the Upstate's top producers. With approximately $164 million in career sales volume and $16.75 million in production last year alone, the numbers tell an impressive story. But ask John what success really means, and he will point you somewhere else entirely: **Trust.**

After 25 years in real estate, approximately 98% of John's business comes from referrals. To him, that statistic says far more than any award ever could. It means that clients remember how they were treated. They remember the phone calls returned, the details that were caught, the difficult conversations that were handled honestly and, perhaps most importantly, the times John refused to give up when a transaction became complicated. "I've spent 25 years making the case, one client at a time, that doing right by people consistently, wins," he says.

That philosophy began before John ever became a Realtor.

His interest in homes and land had always been there, but his eventual career in real estate was sparked by his own experience as a homebuyer. In 1999, John purchased a home from a production builder and began researching the home-buying process. As he learned more, he realized that much of the information he needed to make a truly informed decision had not been explained particularly well. Instead of simply chalking it up to a frustrating experience, he became curious about how the process worked and how it could be better.

That curiosity ultimately became a career.

John received his real estate license on November 1, 2001, and stepped away from the corporate world with a plan to become a full-time real estate professional. What he didn't have was 25 years of experience or a blueprint for building a successful business. He had to learn the business the way many enduring businesses are built—one client, one transaction and one challenge at a time.

He began his real estate career at Prudential, C. Dan Joyner in Simpsonville in September 2002, where he remained until making the move to Keller Williams Greenville Central in June 2011.

Two years later, he formed his own team. Keller Williams appealed to John because it offered the freedom to build a business on his own terms, while also providing a culture where agents openly share knowledge and experience.

That willingness to learn from others has remained an important part of his journey. John says he has never had one formal mentor who shaped his career. Instead, he deliberately studied successful agents who built their businesses around repeat clients and referrals. He reached out, asked questions and paid attention to how those agents approached relationships. Over time, those observations became part of his own business philosophy.





"WELCOME HOME," NEVER GETS OLD."

And if there is one thing John has learned after a quarter century in the industry, it is that real estate is a long game.

He has experienced the highs that come with building a thriving business, but he has also lived through some of the industry's most difficult seasons, including the market crash of 2008–2009. Today, he is navigating a very different set of challenges as buyers contend with elevated home prices and interest rates. Through every market, however, his approach has remained remarkably consistent: keep showing up, keep working and find a way to get his clients to the closing table.

"I've always found a way to get my clients to the closing table," John says.



Pressure is a privilege—

IT ONLY COMES TO THOSE WHO EARN IT.”



That determination is one of the qualities his clients have come to rely on. They also appreciate his attention to detail and his willingness to stay in the negotiation when others might be ready to walk away. John doesn’t pretend there is a perfect house waiting around every corner. Instead, he starts by listening—really listening—to what his clients need beyond the items written on a checklist.

After 25 years of working throughout the Upstate, he understands that a home’s value isn’t simply about square footage, price or the number of bedrooms. It’s about how a neighborhood fits someone’s lifestyle. It’s about understanding what a buyer is really trying to accomplish with a purchase and having enough experience to recognize when a property may not be the right fit.

And John is willing to say so.

He believes an honest answer—even when it isn’t the answer a client wants to hear—is better than allowing someone to make a decision they may regret later. That straightforward approach has helped him build relationships that extend far beyond the closing table.

One particular transaction illustrates just how deeply that commitment can matter.

A few years ago, John and his team were contacted by a homeowner facing foreclosure. The situation was urgent, and the clock was working against them. Rather than accepting that the circumstances had already determined the outcome, the team worked with the bank to slow the foreclosure process and create enough time to sell the property.

They succeeded. The home sold in less than 60 days, and the homeowner walked away with more than $50,000 in equity—and a clean slate.

For John, that is the kind of transaction that puts the profession into perspective. Real estate isn’t always about finding someone their dream home. Sometimes it is about stepping into someone’s most difficult chapter and helping them find a way forward.

That sense of purpose is particularly evident in the work he is most passionate about today: helping first-time buyers get onto the first rung of the property ladder.

John describes real estate as a set of stairs. Buyers step onto the first stair and, over time, work their way upward. But for many people today, reaching that first stair feels increasingly difficult. Rising prices and interest rates have created genuine affordability challenges, and John believes helping people navigate those challenges is some of the most meaningful work he can do.

His career began, in many ways, with a buyer who wanted to understand the process better. Twenty-five years later, he is still helping people understand that process.

Perhaps that is why the moment that remains most rewarding to him is surprisingly simple.

“I’ve handed a lot of people their keys,” John says, “and saying, ‘Welcome home,’ never gets old.”

Away from real estate, there is another side to John that clients may not always see. Those who meet him professionally may initially find him serious and focused—someone who is all business when it comes to representing his clients. But there is a lighter side that takes a little time to discover. John admits he has a “wicked sense of humor,” although it tends to reveal itself only after people get to know him.

Home is where much of that personality comes alive. John enjoys cooking, gardening, hiking, biking, taking cooking and gardening classes, exploring the local food scene and attending performances at the Peace Center, where he is a season pass holder. He also enjoys traveling to exotic places, spending time with his schnauzers and indulging in historical fiction, particularly Tudor-era stories and British television.

He has also built a life in Greenville that extends well beyond his business. After relocating to Greenville in 1997, John has watched the Upstate evolve while establishing deep roots of his own. He describes himself as blessed by a great network of friends and neighbors, and his home often becomes the gathering place for good food, cocktails and conversation. More recently, family and business have intersected in a particularly meaningful way: his cousin, Pamela Phillips-Norris, moved to the area and obtained her real estate license to join his team.

For John, giving back is another natural extension of being part of a community. He supports United Way, Project Hope Foundation, Harvest Hope Food Bank, KW Cares and No Kid Hungry. His reasoning is simple. “I feel like I work in a blessed profession,” he says. “One that’s deeply local to this community.”

Looking toward the future, John isn’t simply thinking about his own next transaction. He is building toward something that will outlast his time in the business. His goal is to continue developing a strong team that can carry his vision forward after retirement and create a business capable of funding that next chapter of his life. Eventually, he hopes to spend more time mentoring agents and passing along the lessons gathered over 25 years in the trenches.

That vision fits naturally with the advice he gives agents who are still building their careers: be consistent.

Do the basics. Do what you say you are going to do. Follow through. Give it everything you’ve got.

It isn’t flashy advice, but perhaps that is precisely the point.

John’s career wasn’t built overnight. It wasn’t built on one spectacular year or one lucky transaction. It was built slowly, through changing markets, difficult negotiations, happy closings, challenging circumstances and thousands of decisions to keep putting people first.

His favorite quote from Billie Jean King says, **“Pressure is a privilege—it only comes to those who earn it.”** After 25 years, John understands that privilege well.

Ultimately, though, the legacy he hopes to leave isn’t measured in dollars or transactions. It is measured in kindness.

“I always try to be kind,” he says. “I would be remembered as someone who showed kindness and compassion to everyone.”

For a Realtor who has spent a quarter century helping people buy and sell the places they call home, perhaps that is the most fitting measure of all. Because behind the numbers, the negotiations and the years of experience is a simple belief that has guided John Bowen from his very first transaction to today: **do right by people, keep showing up, and let trust be the foundation of everything you build.**

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When a listing needs a last-minute repair, a punch list needs clearing before closing, or a client's newly purchased home requires immediate attention, top-producing REALTORS® need a contractor they can depend on. Sawyer Services LLC, based in Upstate South Carolina, has built exactly that kind of reputation. Founded and operated by Katelynn and Jerry Sawyer, this family-run company has grown in just a few years from an HVAC operation into a full-service maintenance and repair resource serving residential clients, commercial properties, and real estate professionals.

Both originally from Melbourne, Florida, Katelynn launched Sawyer Services in 2022 alongside her husband Jerry after recognizing a clear gap in the local market. "We chose this industry because we saw the need for a reliable and quality business to provide maintenance and repair services to our local community that was also reasonably priced," she explains. That straightforward motivation, rooted in community need, has informed every decision the company has made since. Balancing family, leadership, and the demands of a growing business shaped Katelynn and Jerry's approach to ownership in ways that go well beyond



"QUALITY YOU CAN TRUST and a company you can count on."

technical expertise. Financial setbacks, staffing changes, and the weight of building something from scratch all contributed to a business philosophy grounded in resilience and integrity.

What began as an HVAC-focused company expanded significantly in 2024, when Sawyer Services broadened its offerings to include handyman repairs, plumbing, electrical, property maintenance, punch list services, and seasonal upkeep for both homes and commercial buildings. That expansion was deliberate and driven by client need. The company has since developed a growing team of technicians and subcontractors, extended its geographic reach across the Upstate region, and established long-term relationships with residential and commercial customers who return because they trust the work. Licensed and insured professionals back every service the company provides.

Katelynn and Jerry describe the most fulfilling part of the work as taking a problem and turning it into a solution, whether that means helping a homeowner resolve a frustrating repair or helping a REALTOR® prepare a property for market. She and her team have also paid close attention to how the industry itself has shifted. Customer expectations around communication, scheduling, and transparency have risen considerably, and Sawyer Services has responded by continuously improving its processes while preserving the personal, attentive service that built its reputation in the first place. The company's guiding principle says it plainly: "Quality you can trust and a company you can count on."

Outside the business, Katelynn and Jerry are raising four children together: Cale, Brooklynn, Dakota, and Vincent. The family shares a love of the outdoors, spending time camping on family land in Tennessee, riding side-by-sides and four-wheelers, swimming, and boating. That grounded, family-first perspective carries directly into how Katelynn and Jerry run their company.

Every growing business faces hurdles, and Sawyer Services is no exception.

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> — KATELYNN SAWYER, OWNER, SAWYER SERVICES LLC

Financial pressures, staffing transitions, and the challenge of scaling while maintaining quality are roadblocks Katelynn and Jerry have navigated head-on. Her strategy has been consistent: make difficult decisions, lead by example, and stay committed to the values that attracted clients in the first place.

Looking ahead, Katelynn and Jerry's goals center on deepening partnerships within the real estate community. The ability to provide multiple service types through a single trusted company is a genuine advantage for agents whose clients face unexpected repairs, inspection findings, or tight timelines. Sawyer Services is committed to long-term relationships with real estate professionals, not just one-time jobs.

For REALTORS® building their vendor networks, Katelynn's advice is grounded in her own experience: align yourself with partners who understand that your reputation travels with every referral you make. Choose vendors who communicate clearly, show up reliably, and stand behind their work.

Sawyer Services represents the kind of partner that makes a REALTOR®'s job easier before, during, and after a transaction. With a clear sense of purpose, a broadening range of capabilities, and a team that genuinely values the relationships it builds, the company is well-positioned to be a trusted resource for the Upstate real estate community for years to come. To learn more, visit the website or call directly.





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Jackie Dowling

Building a Business, a Family, and a Life That Matters

PHOTOS BY: PP'S PHOTOGRAPHY (AMY PORTER) AND KARLEE SEARCY PHOTOGRAPHY, WRITTEN BY: AMY PORTER



There is something refreshingly genuine about Jacqueline Dowling. She is driven, resourceful, a little unconventional and always ready for an adventure. She is a wife, mom, Realtor, content creator, movie lover and, by her own description, a professional problem solver.

Five years into her real estate career, Jacqueline has helped facilitate more than 130 home sales, including 34 transactions totaling $11.2 million in volume in 2025. But behind those numbers is a woman who built a career without a roadmap, learned to create opportunities rather than wait for them, and now measures success by more than what she accomplishes.

Before real estate, Jacqueline worked in administration and marketing. Then someone asked her, "If you can market businesses and other people, why not market yourself and houses?"

The idea stuck.

Then COVID happened. Jacqueline was pregnant, stuck at home and bored out of her mind. Apparently, that was the perfect time to start a new career. She logged onto RealEstateExpress.com, earned her license in 2021 and jumped in.

She began at a small boutique brokerage in Greenville, working independently rather than as part of a team. Eventually, she joined Berkshire Hathaway HomeServices C. Dan Joyner Realtors, where she remains today.

When things at her previous brokerage went sour, her current broker—who had already been trying to recruit her—came to the rescue. Jacqueline still remembers him showing up at one of her listings with an actual mallet, knocking down the old brokerage sign and putting up the new one.



Her reaction was simple: "Okay, I think I picked the right place."

The story is funny, but it also reflects what Jacqueline values about her brokerage: having support behind her while maintaining the freedom to build her business her own way.

Creating Opportunities

Jacqueline doesn't believe in simply refreshing the MLS and hoping the right house appears.

If her clients know what they want and the property isn't for sale, she goes looking for it. She posts in agent and community Facebook groups, contacts homeowners directly, sends handwritten letters, uses social media, reaches out to other agents and runs targeted advertising.

"If we know what we're looking for, there is usually another way to shake the tree," she says.

That resourcefulness has also led to one of her specialties: helping clients move between Western North Carolina and Upstate South Carolina. Jacqueline grew up in Hendersonville and still returns home almost every weekend, giving her a personal understanding of both markets.

For clients working in Asheville or Hendersonville, she enjoys showing them that they don't necessarily have to live there. Crossing the state line can offer different housing options, more buying power and lower property taxes.

But some of Jacqueline's most important real estate lessons have come from the people she meets.

One woman contacted her through social media after apparently having trouble getting other agents to respond. Jacqueline admits that when she first saw the woman's profile, she made assumptions based on appearances—paint-covered overalls and numerous tattoos.

Still, she called her back.

The property seemed like a perfect fit. When they arrived, other buyers were touring the home. Her client looked around and turned to Jacqueline.

"I'll take it. Offer them $50,000 over asking."



As Jacqueline got to know her, she discovered that the woman came from an extremely successful family connected to a major household-name company. You never would have guessed it from their first meeting.

The experience reinforced a lesson Jacqueline believes every Realtor should remember: **never judge a book by its cover.**

Everyone deserves the same phone call back, the same respect and the same level of service.

"You truly never know someone's story," she says. "And you shouldn't have to know someone's story to treat them well."

More Than a Transaction

That philosophy also shapes the way Jacqueline approaches homeownership.

She is passionate about helping people buy homes, but even more passionate about helping them live within their means. She has been known to "kill a deal or two" for herself—and she's proud of it.

If buying a particular house would leave a client house-poor and stressed every month, Jacqueline will tell them not to buy it, even if it means losing a commission.

She is especially passionate about financial literacy and reminding buyers that their first home doesn't have to be their dream home. Sometimes the smartest first house is simply the one that makes financial sense: buy it, build equity, keep saving and give yourself room to live.

She wants clients to look back five or ten years later and be thankful they made the decision that was right for their financial future.

For Jacqueline, the relationships that continue after closing are one of the most rewarding parts of the business. Referrals, she says,

are “hands down” one of the greatest compliments she can receive.

She loves when former clients tag her in social media posts asking for a Realtor, especially when they refer their parents, children, siblings, friends or coworkers.

She also enjoys seeing the homes she’s sold become part of her clients’ lives—the Christmas tree in the living room, children playing in the backyard or renovations transforming a house into a home.



Those glimpses remind her that what she does isn’t really about houses.

It’s about people and the lives they build inside them.

A Different Definition of Success

Jacqueline’s definition of success was shaped long before she entered real estate.

Her parents worked incredibly hard and provided the best they could for Jacqueline and her brother. What they didn’t have was a roadmap. Neither parent attended college, so when it came time to navigate college admissions and financial aid, Jacqueline figured it out herself.

When recruiters came to her school, she sat in the front row and listened. When her parents didn’t know how to complete the FAFSA, she learned how. Later, she helped her younger brother through the process.

Today, both siblings have careers they are proud of and are in a position to take care of their parents.

Now Jacqueline is building that same kind of future for her own family.

Her husband, Mike, and their two boys, Max, almost six, and Mars, seven months, keep life busy. Their calendar is filled with soccer, swimming, skateboarding and whatever Max decides to try next. When they’re not juggling activities, they’re planning their next trip or enjoying family movie night.

Jacqueline is also a self-described cinephile and has built an audience of nearly 40,000 followers on TikTok. Content creation gives her a creative outlet and lets her combine her marketing background with her love of humor, her son, local businesses and brands.

One of her unlikely role models is Charlotte Pickles, Angelica’s mom from Rugrats. As a child, Jacqueline saw Charlotte as the ultimate boss—always making deals and handling business while still showing up for her kids.

Now, as a working mom, she sees the character differently.

She may be negotiating a contract from the soccer field or answering emails during family movie night and suddenly think, “Oh my gosh. I’ve become Angelica’s mom.”

And she loves it.

What Matters Most

Looking ahead, Jacqueline wants to continue building a successful business without sacrificing the life she is building with her family. She loves traveling, experiencing new places and having the freedom to grow professionally while remaining present for the people she loves.

Her five-year-old has already announced that he plans to move to New York City someday—and that Jacqueline can live with him and his future wife.

“If we know what we’re looking for, there is usually another way to shake the tree.”

So maybe she’ll be selling Manhattan one day.

For now, though, Jacqueline has a much simpler definition of success:

“A regulated nervous system.”

To her, success means a peaceful home filled with love, financial security, the ability to care for her parents, opportunities for her children, traveling with her family and being able to sleep well at night.

She once thought success was about how much you could accomplish. Now she believes it’s about how much peace those accomplishments allow you to have.

And if there is one thing Jacqueline wants people to understand about the way she does business, it’s this: **she genuinely cares more about the person than the transaction.**

She wants to win. She wants to build a big business. But never at the expense of her clients.

When asked what she wants to be remembered for, her answer says everything:

“Being a REALLY good mom.”



She can sell houses, earn awards, build a thriving business and perhaps one day sell real estate in Manhattan. But at the end of it all, the title Jacqueline cares most about getting right is the one waiting for her at home.

Mom.

As the saying she keeps close to her heart reminds her, “Realize how little is needed, and you’ll always have a lot.”

For Jacqueline, perhaps that is the real measure of a life well built—not simply having more, but having enough of what matters most.

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Maximizing Business Opportunities During the Holiday Season

As a seasoned real estate agent, you understand that the holiday season can present both challenges and opportunities in the real estate market. While some may believe that the end of the year is a slow period for business, there are still plenty of ways to stay productive and set yourself up for success in the coming year. Here are my top tips of the trade to help you navigate the holiday season and prepare for the new year:



WRITTEN BY:
QUANTELLA SIMMONS-KINARD
ASSOCIATE BROKER AND TEAM OWNER AT REAL BROKER

1 / Stay Active and Engaged

Despite the festive distractions, it's crucial to remain active and engaged in your real estate business during the holiday season. Keep in touch with your clients, network with other professionals in the industry, and continue to promote your listings through various channels. Yes, we all deserve time off and time with family & friends- but don't abandon your pipeline and take November and December off and then complain in January and February. Use the next few weeks of festivities as a way to reconnect with your sphere and set the expectation of reconnecting so when you do follow up, it's not awkward.

2 / Offer Special Promotions or Incentives

Consider offering special promotions or incentives to attract potential buyers or sellers during the holiday season. This could include gift card drawings in exchange for referrals or partnering with a locally owned service company to offer something beneficial to your past buyer clients. For example, calling a past buyer to check in and say hello and offer a promotion (as a benefit of being your client) to have their HVAC serviced to prepare for the cold winter months is a nice gesture that shows your client you still care AND the conversation could lead to other topics like the desire to sell in the near future.

3 / Prepare for the New Year

As the year comes to a close, take some time to reflect on your performance and set goals for the upcoming year. Review your business strategies, update your marketing materials, and consider any necessary adjustments to your business plan to stay ahead of the game.

By following these pointers and staying proactive during the holiday season, you can continue to generate business opportunities and set a strong foundation for a successful year ahead. Remember that consistency, professionalism, and adaptability are key traits that help us all thrive in the ever-evolving real estate industry!

Do you have a tip you would like to share with your fellow Realtors? Reach out to us at amy.porter@n2co.com

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