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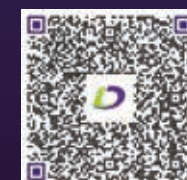
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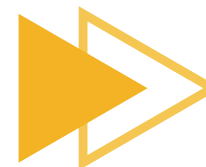
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Creating Space for What Matters

By offloading the repeatable, today's top agents are doubling down on the one thing AI can't replace—trusted personalized guidance.

There was a time in real estate when access to information was the value. Knowing the comps, having early insight into listings, or simply being the fastest to respond created a clear advantage. That advantage has largely disappeared. Today's clients have unparalleled access to data, and with the continued rise of AI and consumer-facing platforms, that trend will only accelerate.

As information becomes more accessible, its value diminishes. What increases in value—significantly—is interpretation and expert advice.

This is the shift that matters most. The agents who will continue to lead are not those who gather the most information, but those who can translate it into clear, confident guidance. Clients are no longer asking, "What's happening in the market?" They are asking, "What should I do about it?" Answering that question requires experience, perspective, and context—qualities that are far more difficult to automate.

Where AI *does* have a meaningful role is in removing the friction that keeps agents from operating at that level.

For example, instead of spending an hour writing and rewriting a listing description, AI can generate a strong first draft in seconds—freeing you to refine the positioning and pricing strategy with your client. Instead of manually pulling together market data, AI can summarize trends and highlight key takeaways, allowing you to spend your time discussing what those trends *mean* for a buyer or seller. Follow-up emails, appointment confirmations, and post-meeting recaps can be drafted instantly, giving you more time to make the call, have the conversation, or show up in person.

Even on the relationship side, AI can help you stay more consistently engaged. It can remind you to check in with past clients, suggest personalized touchpoints, or help craft thoughtful outreach—so that your communication is not only more efficient, but more consistent and intentional.

The common thread is simple: AI handles the repeatable tasks so you can be more present in the irreplaceable moments with clients and your sphere of influence.

Most agents are not limited by effort; they are limited by allocation. Too much time is spent on work that, while necessary, does not require their expertise. When those hours are reclaimed, the opportunity is not to fill them with more activity, but to reinvest them in higher-value interactions—advising clients, strengthening relationships, and sharpening your understanding of the market.

In a state like Rhode Island, that distinction matters even more. Ours is a particularly relationship-driven market where reputation is built over time and trust is everything. Clients are not choosing the agent with the most information—they are choosing the one they trust to interpret it and guide them with clarity and confidence.

The agents who thrive will not be those who simply adopt AI tools, but those who use them with intention. Not to replace what they do best, but to create more space for it.

Information is everywhere. Access to expert interpretation is not - and in an increasingly informed market, that is what sets the standard.



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FAQ

ALL ABOUT RHODE ISLAND REAL PRODUCERS

Q: Who receives this publication?

A: This magazine is delivered to the top 300 real estate agents in Rhode Island, ranked by sales volume. All our Preferred Partners also receive both physical and digital copies. With thousands of agents in the state, being included in this elite group is a true distinction—a testament to your hard work, talent, and dedication to excellence.

Q: Do real estate agents have to pay for the magazine or events?

A: No! Both the magazine and our events are completely free for top agents. They're fully funded by our Preferred Partners, who support and help us celebrate this exceptional community.

Q: What kind of content is featured?

A: The content is centered around you—the top producers in Rhode Island real estate. Each issue highlights inspiring personal stories, professional milestones, and behind-the-scenes insights into the agents and Preferred Partners who lead this market.

We feature:

- **Top-producing “Local Legends” in every cover story**
- **Rising stars in our “Agent to Watch” feature**
- **Spotlight Profiles on our Preferred Partner businesses**

All agent features are completely merit-based. There's **no pay-to-play**—we tell authentic stories about real people making an impact. We welcome nominations

and referrals, as we're always looking to celebrate outstanding professionals we may not yet know about.

Q: Who are the Preferred Partners?

A: Preferred Partners are top professionals across a variety of real estate related industries who have been **personally recommended by the top 300 agents** in Rhode Island. They appear in every issue of the magazine, participate in our events, and help make this platform possible. These businesses are trusted allies of our agent community, and together, we're building a powerful, collaborative network that promotes business growth for everyone involved.

Q: Does Real Producers host events?

A: Absolutely. In addition to the magazine, we host **private quarterly invite-only events** for our top agents and Preferred Partners. These exclusive gatherings provide opportunities to network, collaborate, share ideas, celebrate wins, and grow together as a community.

Event details are shared in the magazine, on social media, and through direct outreach—stay tuned for our inaugural event this Fall!

Q: How can I recommend a business or feature story?

A: We'd love to hear from you! Whether you want to nominate a fellow agent, highlight an unsung hero, or recommend a business that deserves recognition as a Preferred Partner, we're all ears.

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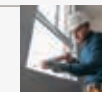
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EDITED BY STUART TITUS
PHOTOGRAPHY BY JAMIE HARRINGTON

How **CATHY SOUSA** turns market shifts into opportunity—and positions her clients to win in any environment

Real estate is a business where the market can shift overnight. The agents who rise to the top are the ones who stay composed, focused, and intentional when things slow down. That's exactly what makes Cathy Sousa such a compelling "Agent to Watch."

With more than a decade in real estate, over \$140 million in career sales, and a long list of accolades—including REMAX Hall of Fame, Chairman's Club, and consistent 5-Star Professional recognition—Cathy has built a reputation that speaks for itself. What sets her apart goes beyond production. It shows up in her presence, her consistency, and the way she approaches every client and every deal with care and professionalism.

There's a calm confidence to Cathy's style. A steadiness that carries through every conversation, every strategy, and every decision she makes. In a business that can often feel reactive and fast-moving, she brings clarity and control.

Clients feel it immediately. So do the agents on the other side of the deal.

Her path into real estate wasn't a straight line—and that's part of what makes it so impactful. After graduating from the University of Rhode Island with a degree in education, Cathy began her career in banking, where she was selected for the management training program at Fleet National Bank, now known as Bank of America. That experience sharpened her financial instincts, strengthened her communication skills, and laid the groundwork for a deeply ingrained client-first mindset.

Then came a decision that would shape everything that followed. Cathy stepped away from her career to raise her three daughters, choosing to be fully present during those formative years. It was a chapter founded in intention—one that brought clarity to her priorities and perspective to her next move. When she entered real estate in 2013, she did so with purpose,





Her mindset—seeing **OPPORTUNITY** where others might see uncertainty—is a defining trait. It’s also one that has been shaped over time.



energy, and a genuine understanding of what her clients are experiencing during life’s biggest transitions.

From day one, her approach has been simple and unwavering: put the client first—always. It’s a standard she lives out in every interaction. Cathy guides, protects, and advocates for her

clients with a level of care that feels personal and deeply invested. She often describes herself as “almost like an overprotective mother,” and that mindset is evident in every detail.

Whether she’s helping a first-time buyer take the leap, advising a seller on pricing strategy, or navigating a complex

negotiation, Cathy is fully engaged—morning, noon, and night. That accessibility builds trust. Trust builds relationships, and those relationships have become the core of her business.

Over the past year in particular, that foundation has driven meaningful momentum. Cathy has doubled down



on what works—staying consistently connected to her clients, nurturing relationships, and ensuring that no one ever feels like a transaction. It’s a simple approach on the surface, but it requires discipline, intention, and genuine care to execute at a high level.

That consistency allows her to operate with confidence in any market environment.

When the pace of the market shifts—and it always does—Cathy leans in. Slower periods become productive ones. She reconnects with past clients, strengthens her network, refines her marketing, and sharpens her understanding of current trends. While others may wait for momentum to return, Cathy is already building it.

Her mindset—seeing opportunity where others might see uncertainty—is a defining trait. It’s also one that has been shaped over time.

Cathy credits her parents and her grandmother as some of her greatest influences. Her father, a successful businessman, instilled in her the importance of treating everyone with

respect. Her mother demonstrated what it means to be a hardworking woman and later built her own real estate career, offering Cathy a firsthand look at how to build a business with integrity. And her grandmother—who lived to nearly 101—embodied grace, strength, and kindness in a way that continues to guide Cathy today.

Those lessons are woven into how she leads her business and serves her clients. Today, as part of the Cathy Sousa Team at Serhant Rhode Island, Cathy pairs that relationship-driven approach with elevated marketing, strategic pricing, and a sharp understanding of the market. Her pricing strategy is thoughtful and precise, grounded in data, experience, and real-time conditions. Every listing is positioned intentionally to generate interest, create urgency, and deliver the strongest possible outcome.

Of course, even with the best strategy, real estate has a way of keeping things interesting.

Unexpected moments come with the territory, and Cathy handles them with composure, professionalism, and a sense of humor that keeps everything moving forward. It’s one of the qualities that make her both highly effective and a pleasure to work with.

At the end of the day, this business is about people. It’s about trust. It’s about showing up consistently with clarity, and a genuine commitment to doing right by every client.

As Rhode Island’s top agents look ahead to what promises to be an evolving and opportunity-filled 2026, Cathy Sousa stands out for all the right reasons. She’s experienced, strategic, and deeply committed to her clients—but perhaps most importantly, she brings a level of grace and perspective that’s impossible to manufacture.

She’s not just succeeding in today’s market. She’s built for what comes next. 🏡

White-Glove *Living*

SEAMLESSLY MANAGED

How **Shane Pina** transformed hands-on experience into a boutique, personal service built on trust, discretion, and lasting relationships.

EDITED BY STUART TITUS
PHOTOGRAPHY BY MOLLY ROBINSON

Shane Pina's story begins in Pawtucket, Rhode Island, in a home that was always full. Growing up alongside three brothers, he was raised in what he describes as "that house"—the one where family and friends were constantly coming and going. His mother, a single parent, worked full-time and still made it to every game, every practice, every moment that mattered. That environment shaped his understanding of consistency, responsibility,

and what it means to show up for people without being asked.

That perspective deepened with his first job at a small Mediterranean bakery. The owner set the tone—first in, last out, and never above any task, no matter how small. Watching that level of care and ownership left a lasting impression. Work wasn't just about getting through a shift. It was about pride, attention, and the way you carry yourself in every interaction.

That same mindset is shared by his wife and business partner, Laura Pina. Originally from Colombia, Laura moved to the United States at age 8, entering a new culture without knowing the language. She adapted quickly, developing a level of discipline and resilience that continues to define her. She went on to graduate from Bryant University with a degree in business management, bringing both structure and perspective to the business

she and Shane would eventually build together.

At home, attention to detail was simply a way of life. A clean, organized space wasn't negotiable—it was expected. That standard shaped Laura's belief that a home's condition influences how people experience it, a principle now embedded in everything New Era delivers.

Together, Shane and Laura combined their strengths—his decade of hands-on



property management experience and her operational discipline and eye for detail—to create a business that reflects both how they were raised and how they choose to operate. Their shared interest in travel and new experiences also played a role, reinforcing a willingness to step into the unknown and build something on their own terms.

New Era Property Services grew out of that foundation. From the beginning, the goal was to build something intentional. Shane and Laura chose to focus on a boutique, relationship-driven model that prioritizes quality over volume.

A significant part of that comes down to how their team is structured. House managers are carefully matched with homeowners based on shared values and alignment, creating consistency and trust over time. These aren't short-term arrangements. They are relationships built to last, where the people caring for the home take genuine pride in the role they play.



Every introduction an agent makes reflects on their reputation, and Shane is mindful of that at every step.

For top real estate agents, that level of consistency carries through to the client experience.

Every introduction an agent makes reflects on their reputation, and Shane is mindful of that at every step. When an agent connects a client to New Era, the expectation is clear: the experience should reinforce the standard the agent has already established. That responsibility isn't taken lightly. It informs how the team communicates, how they show up, and how they manage every detail tied to the home.

Over time, New Era has evolved into a single point of contact for nearly everything related to a client's home. Vendor coordination, seasonal preparation, ongoing maintenance, and day-to-day oversight are all managed through a single trusted relationship. The structure is designed to simplify complexity while maintaining a high level of accountability.

Reliability and discretion sit at the center of that model. Clients trust Shane and his team with access to their homes, their schedules, and often the finer details of their daily lives. That

trust is earned through consistency and reinforced through execution.

For agents, the value becomes clear in the moments that follow the introduction. When a homeowner expresses appreciation for the connection, it reflects directly on the agent who made it. That kind of feedback strengthens relationships and reinforces the agent's role as a long-term advisor rather than a one-time transaction partner.

Shane encourages agents to think about that role proactively. Understanding

how a client lives, what their home requires, and how those needs may evolve creates an opportunity to offer solutions before challenges arise. Bringing a property management partner into the conversation earlier—sometimes before a listing or closing—can provide clarity and confidence that extends well beyond the transaction itself.

The agents who continue to grow their influence in the market tend to approach their business this way. They surround themselves with professionals they trust, people who are prepared to step in and perform at a high level when it matters most. Those relationships

become an extension of the agent's brand.

New Era was built to operate within that circle.

Behind the business, there is also a deeper sense of purpose. Shane and Laura brought a beautiful baby boy, Isaac James Pina, into this world on September 27, 2025. For 94 days, Isaac courageously battled an extremely rare heart condition. Though his time here was brief, his impact continues to shape how Shane and Laura approach both life and work, with a heightened sense of perspective and a focus on what truly matters.

That perspective carries into how they show up for the people around them. Their guiding principle—always be kind and caring—shapes not only their relationships with clients, but also the culture they are building within their team.

For the agents they partner with, that translates into confidence. Confidence that every detail is being handled with professionalism and discretion. Confidence that

the relationships they've worked hard to build are being strengthened, not handed off.

Rhode Island is a place where reputation carries significant weight, and that kind of partnership not only supports the transaction—it elevates everything that comes after. ▣



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“There’s a certain level of consistency expected from a top producer—strong numbers, sharp market awareness, and a client experience that feels seamless from start to finish. Kim Marion checks every box. What elevates her is the way she shows up: fully herself, every time, with zero interest in blending in.

That authenticity isn’t something she talks about—it’s something she executes.

Over the course of nine years in real estate, Kim has built a business approaching \$200 million in career volume, with \$47 million closed in the past year alone. She ranks among the top 1% of agents in Rhode Island, sits in the top 1.5% nationally according to RealTrends, and was recently invited into Engel & Völkers’ Private Office—a highly selective global network of just over 300 advisors across the Americas focused on high-level, discreet transactions.

The numbers are strong. The consistency is undeniable. The path she took to get there is what makes it interesting.

Before real estate, Kim spent two decades in corporate marketing, leading teams focused on consumer engagement. That experience didn’t just transfer—it gave her an edge. She understands how people think, how they make decisions, and how to position something so it actually resonates. Real estate became her second chapter during a career transition sparked by a conversation with a friend. She took the class, passed the test, and never looked back—though she’ll tell you she wishes she had made the move sooner.

“My brand is white-glove service with no BS,” Kim says. “If you want honest feedback and a direct conversation, you’ll love working with me.”

That clarity shows up everywhere in her business. Most of her production is driven by referrals and repeat clients, built through consistent, thoughtful communication that never feels forced. She checks in, stays present, and keeps relationships warm without turning every interaction into a transaction. People remember that. More importantly, they trust it.

That trust becomes especially important in a market that demands more nuance. Kim leans hard into her role as an advisor, helping clients interpret what’s happening rather than reacting to headlines or momentum. Pricing, timing, and strategy are never one-size-fits-all conversations.

“Every homeowner has a story,” she explains. “You have to understand that before you give advice that could impact their entire financial picture.”

Her approach to pricing reflects that same discipline. It’s about positioning, not guesswork. Buyers today are more deliberate, more informed, and far less willing to chase something that doesn’t feel aligned. Kim and her clients study the comps, make intentional decisions upfront, and position listings to meet the moment—whether that means going broad or keeping things more discreet.

That level of precision has earned her the trust to represent some of Rhode Island’s most significant

properties. She recently handled both sides of the sale at 390 Ocean Road in Narragansett, a \$14.5 million transaction that set the record as the highest residential sale in the town’s history and stood among the top sales in the state. The year prior, she represented the second-highest sale in Narragansett—clear evidence of her presence in the upper tier of the coastal market.

And yet, when she talks about what matters most, it’s a very different story. Helping a couple navigate complicated obstacles to purchase their first home still ranks among her proudest moments. They stay in touch. They share updates. That impact doesn’t fade.

That’s the throughline in Kim’s business: high-level execution paired with genuine connection.

It also explains why her marketing stands out so clearly.

Kim is a trained vocalist who performs with local bands, and at some point, she decided to stop keeping that part of her life separate from her work. The result? Listing music videos that are bold, unexpected, and impossible to ignore. They’re creative, a little irreverent, and entirely her.

“They’re a little ridiculous,” she says with a laugh. “That’s exactly why they work.”

And they do. The videos generate attention across



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 ”



platforms, get shared, and start conversations that traditional marketing rarely touches. More importantly, they create a connection—both to the property and to the person representing it. It’s a reminder that personality, when used well, is a competitive advantage.

Kim leans into that idea fully and encourages other agents to do the same. The goal isn’t to replicate someone else’s formula. It’s about figuring out what makes you memorable and building from there.

Behind the scenes, her business runs with structure and intention. She keeps her focus on relationships, negotiations, and strategy, while

surrounding herself with strong operational support. A trusted transaction coordinator manages the contract-to-close process, a virtual assistant keeps marketing consistent, and Engel & Völkers’ in-house resources elevate her listing presentation. The result is a business that feels both highly personal and incredibly efficient.

There’s also a new dynamic taking shape—her son, Gavin, has joined her in the business, gaining experience through hands-on involvement in showings, inspections, and client interactions. Watching that growth unfold has been one of the more meaningful additions to her work.

Looking ahead, Kim sees Rhode Island entering a

more thoughtful phase. Inventory remains tight, but movement is starting to build as downsizers re-enter the market and buyers—especially Boston—continue to see Rhode Island as a lifestyle-driven alternative.

“This is a market that’s going to reward strategy over speed,” she says. “The agents who understand timing, positioning, and long-term value are going to lead.”

That’s exactly where she operates.

Stay consistent. Stay connected. Say what needs to be said. And don’t be afraid to bring a little personality into the process.

It turns out, people remember that. ▾



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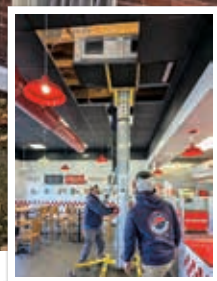
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