

featuredagent

magazine

Mack Alsaïdi





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“I’m not a full-time REALTOR®. I’m a 24/7 REALTOR®,” says Mack Alsaidi, Certified Negotiation Expert (CNE) and Broker with Coldwell Banker Real Estate in Chicago. But even that is an understatement. Those who have been fortunate to work with him to buy, sell or invest in real estate know that Mack’s entire goal in life is to be of service to others. Indeed, his life’s work in real estate and beyond stands as a testament to that commitment.

As a young 20-something, Mack admits he got caught up in the national real estate frenzy of the early 2000s. “I saw everyone getting into the game of flipping properties, and I thought it looked easy, and that anyone could do it,” he recalls. Before his 25th birthday, Mack purchased his first property, a four-unit building, and set about to rehab the entire property, hoping to sell it for a profit. There was

only one problem. The real estate market was going nowhere fast.

“I wasn’t able to sell it, but I was determined to pay off my debt,” he recalls. With that, Mack sought work in serving his country by becoming a cultural advisor and translator for the U.S. military. “I went to Iraq to translate and advise high level U.S. military officials, intending to stay for just one year. I ultimately stayed for five years.”

As the result of his service to the military, Mack earned the Commander’s Award for Civilian Service during Operation Iraqi Freedom, and the Achievement Medal for Civilian Service for outstanding achievement while serving during both Operation Iraqi Freedom and Operation New Dawn. Both are among the highest medals that civilians can earn.



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Upon returning to his native Chicago, a bit older, wiser, and infinitely more experienced in listening and serving others, Mack knew that his heart was still in real estate. After all, he’d already learned through his first investment that the art of buying and selling real estate may look easy, but there’s more to it than meets the eye. He returned to the field with a renewed focus on learning as much as he could, in an effort to make sure he could help others avoid mistakes, and make smart real estate decisions.

“I believe in being honest and transparent, and I refuse to just focus on the transaction. My goal is to build relationships,” Mack explains. “While I do work very hard on the transactional aspect of a sale, that’s not my whole focus. I’m there to give honest, valuable advice so that my clients can make sound decisions about what is often the largest investment of their lives.” To that end, Mack’s business experienced tremendous growth year over year, and is largely thanks to those relationships he’s built.



Clients are also added to my social media, so I can stay up to date with them.”

Mack’s tireless efforts to provide premium service have not gone unnoticed by those he works with, nor by the industry as a whole. His clients rave about him online, where he has more than 70 5-Star Reviews on Zillow, earning him the distinction of being a 5-Star Agent. Additionally, he’s earned the status of being included among Trulia’s Top 1%, based on exceptional client reviews.

Mack’s colleagues and peers have also taken note of his relentless dedication to service and his resulting success. He’s a Coldwell Banker International President’s Circle Award winner, he’s been named a Top Producer by the Chicago Association of REALTORS®, and has been included three times in Chicago Agent Magazine’s list of “Who’s Who in Chicagoland Real Estate.” In addition, he was the recipient of the American Institute of Real Estate Professionals’ 10 Best Award for client satisfaction in 2016 and 2017.

Yet, to hear Mack tell it, it is not the awards he’s received that drive him to keep raising the bar for service. Instead, it’s the appreciation he is shown by his clients after successfully helping them to achieve their goals in real estate. “When we get to the end, particularly with first-time homebuyers, they are so thankful and appreciative of the work I’ve done. That is really what this is about for me — helping others to achieve their goals, and seeing them cross the finish line is so rewarding.”

“I make an effort to really get to know my clients, and I pride myself on always being available. Emails, calls, and texts that I miss are returned within 5-10 minutes,” he says. “I also provide my clients with referrals to anyone they could possibly need. From lenders, to movers, to contractors, I know that my clients are going to be treated well by the professionals I recommend. I follow up all transactions with handwritten letters, notes, or cards to celebrate milestones, or special dates in my clients’ lives.

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