



The transition to becoming an agent was a natural one for Kelly Miller, who had always been inspired by her mother, a broker and real estate franchise owner. After a successful turn managing her family's ski shop and a fruitful career in title insurance, Kelly and her mother joined forces to become DeKalb County's premier mother-daughter real estate team. Today, Kelly and her team are the number one market share producers in the county, and in 2016 alone Kelly brought in a record \$18.9 million in sales volume. While her success underscores her tireless work ethic and ability to deliver results, Kelly's foremost goal is high quality service to her clients.

Though Kelly is keen to go where her clients lead, much of her work is centered in DeKalb County. Likewise, the majority of her business is driven by referral and repeat clients, a testament to her superior client care. In fact, much of Kelly's success is based upon the interpersonal connections she forges with clients, taking time to understand their tastes and goals in order to best serve them. "I'm passionate about what I do," Kelly says. "To me, that means keeping my clients in the loop and communicating clearly, however my clients prefer to work. Some benefit from meeting face-to-face for a cup of coffee, others would rather stay in touch by e-mail, text message, or phone. It's my job to figure out the best option for them, let people know I care, and always close." In that vein, accessibility and responsiveness are priorities for Kelly, which she readily meets by hopping in her four-door, double-cab truck to take her office on wheels wherever she may be needed.

Likewise, Kelly's approach to the agent-client relationship is entirely tailor-made, focusing on each client's particular goals — from taking the time to discover a client's ideal community and home, to crafting personalized marketing campaigns for all of her listings. To make those processes successful, Kelly prioritizes forthright communication with her clients. "I always want my clients to feel comfortable bringing me their thoughts, concerns, feedback, and excitement," Kelly says. "In this business, the most

important thing to me is to make a difference in the lives of the buyers and sellers I work with. My career as an agent is based on a fiduciary duty that I take seriously and am very proud to uphold."

To market her listings, Kelly not only makes use of digital listing portals and traditional collateral to provide maximum exposure to each of her properties, she also maintains close relationships with fellow professionals around town. Having cultivated lasting relationships with the area's leading lenders, lawyers, insurance professionals, and fellow agents, Kelly offers access to a vast network of dependable experts. What's more, her years of experience in DeKalb County allows her considerable insight into the local inventory and market. Beyond her personal dedication to high-class touches and going the extra mile, Kelly cites her company's backing as an additional resource and support that benefits her clients. Having closed on 84 units in 2016, Kelly's power to execute transactions speaks for itself, but she never loses sight of the individual or family at the heart of every transaction. "When I see my clients smile, I smile. When they're happy, I'm happy," Kelly reflects. "That's what I always strive for. I'm a professional, but I really love to celebrate and share in the joy and fun when my client and I accomplish what we set out to do as a team."

Directing her spirit of service to the community, Kelly participates in a variety of charitable causes and civic engagements, including work with military veterans, annual contributions to her local animal shelter, volunteer work with Meals on Wheels and Feed My Starving Children, and fundraising for Court Appointed Special Advocates (CASA), which ensures children are supported and protected throughout legal and court proceedings. In her coveted free hours, Kelly enjoys bike riding, skiing, wine tasting, spending time with her husband and visiting her daughter in California, and her son in Chicago.

Considering the future, Kelly has aspirations to continue her business's growth, while maintaining the high caliber care she is known to provide her clients. Additionally, Kelly sets daily and yearly goals, always energized by bettering herself, her business, and her clients' experience. Having earned more than a decade of success in the real estate industry, the years ahead are sure to be filled with continued promise for Kelly Miller and her team.

Kelly Miller

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