

Nordstrom. Her responsibilities, which included hiring, training, merchandising, buying, and managing, became her business foundation. A unique opportunity came Kim's way when she was the only Oregon buyer amongst her counterparts selected to set up two departments and orchestrate the opening buy for the first Nordstrom California store.

Kim's foray into the entrepreneurial world came when she ventured out on her own into the wholesale apparel industry for high-end sportswear and skiwear companies. Starting with one product line, she built her wholesale business into a highly successful career. "Like real estate, you planned for the 'not so busy times.'"

To heighten product awareness, Kim produced fashion shows—this was a successful way to showcase her companies firsthand and still be involved at the forefront of the industry.

After Kim's daughter Kaelee was born, Kim wanted to spend more time with her family, so she sold her account base and retired. But not for long. Always interested in Real Estate, and an expert in the Lake Oswego and Portland Metro areas, Kim decided to pursue her license. "I wanted to use my expertise and stay involved with people, and at the same time learn something new. I thought real estate

what I wanted. They have the same high standards and client service focus as Nordstrom. They had an excellent reputation and were known for their local neighborhood knowledge." Kim credits her initial success to the efforts of Mike Graeper and John F. Scott whose coaching and encouragement provided the additional training she needed.

During her first years at Windermere, Kim continued educating herself in her new profession. Kim believed, and still does, that you must continue to grow by taking classes, observing and learning from your peers. She increased her knowledge of real estate and began to develop her business base. Being raised in Lake Oswego and having a long list of personal contacts helped Kim get started. Through additional hard work and by relying on lessons previously learned, her business flourished. "Customer service is the Nordstrom foundation. That has helped me immensely in not forgetting what is most important. I had some awesome mentors. The pace and intensity of retail has definitely helped me in Real Estate."

Many of Kim's initial clients were familiar with her previous work, and were eager to have Kim help them with their real estate needs. She believes that personal contacts have always been the most important way of building a business. In fact, many of her clients evolved



As a third generation waterfronter, Kim shares lake life with clients Mary Lynn O'Brien and Bob Halverson.

would make a great part time career, but quickly learned it would be much more than that!"

Kim obtained her license about twelve years ago, interviewed with several firms and found Cronin & Caplan Realty Group (now Windermere) had the training and flexibility she desired. "Their values were the same as mine. I knew their culture and the caliber of agents was

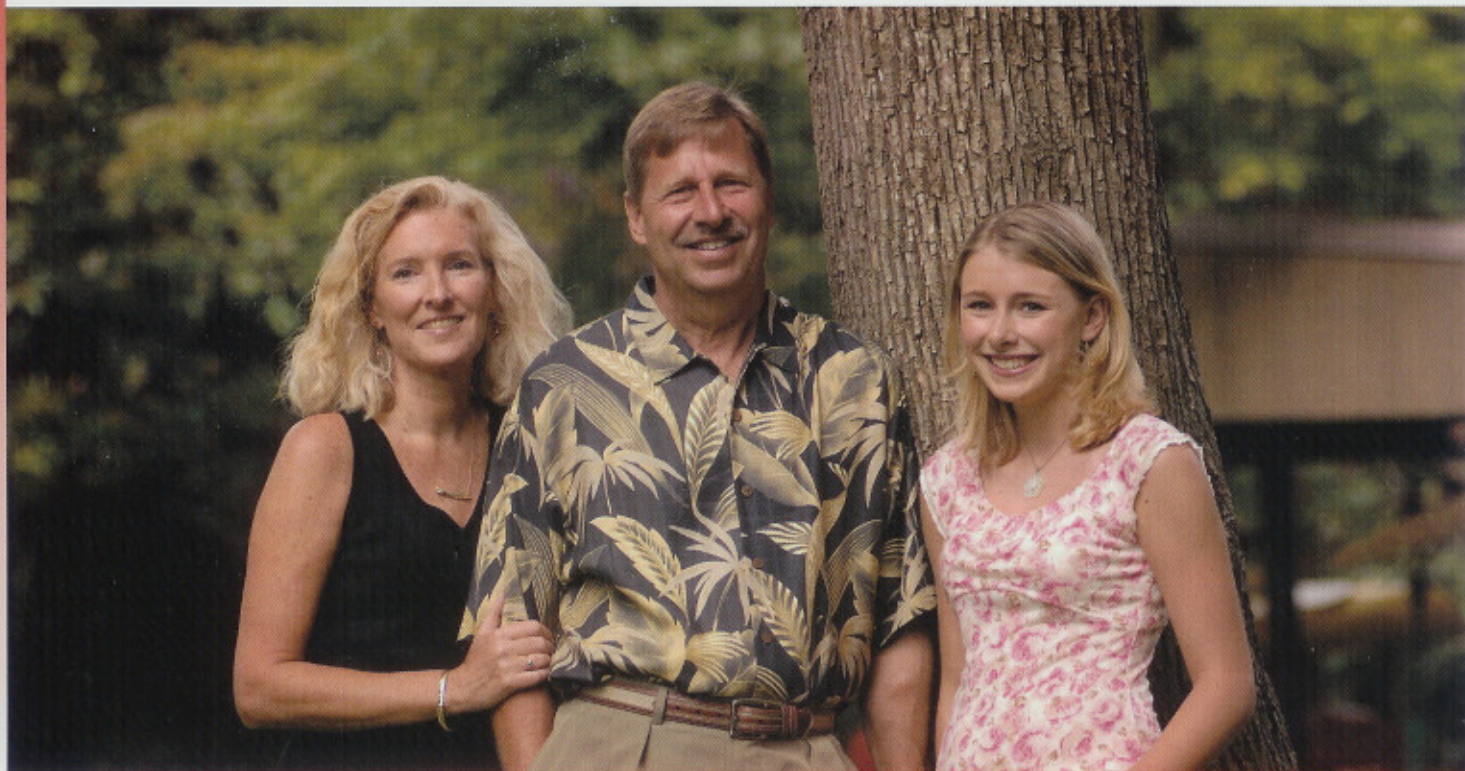
from similar interests or mutual friends and associates. She was so successful networking, ultimately helping these contacts find or sell homes, that by the end of her second year she was in the top 10% of the company.

Most rewarding for Kim is the knowledge that she helps an entire family fulfill their dreams. She makes time for

children during the transaction and discusses the impact moving has on kids. "I want to be sure to involve them in the process; to get buy in from the kids. It is a family event, and affects everyone. The tools I employ hopefully are good for the kids, and may help ease the tension of a move for the parents." This certainly worked for Laura Heath, daughter of one client. "Not many REALTORS® seemed to notice the kids underfoot, the kids that are being forced to leave everything they've ever known. But Kim made me feel involved. She asked me my opinion about each house and helped me feel like an integral part of every move. That's not something you can find in a REALTOR®, but it is something I found in Kim."

She subscribes to the philosophy, "surround yourself with good people and you will always be a winner." She has done this better than most; maybe that is why her clients are loyal and her client base continues to grow.

Kim is married and has a teenage daughter and a twenty-five year old son. She enjoys volunteering for her daughter's school. "Sometimes she volunteer's a little too much," her daughter adds jokingly. Skiing, golfing, and gardening and boating are some favorite interests as well as being a wine enthusiast. Ironically Kim's first sale was 5 acres in the wine country. Kim is a GRI, Graduate of the REALTORS® Institute and ASP, Accredited Staging



Kim, Sam and Kaelee enjoy the outdoors.

Another benefit Kim makes available is a boat ride for clients considering a waterfront purchase, or even wanting a glimpse of the community lifestyle. "There is no one more passionate about selling the waterfront lifestyle than me! A picture is worth a thousand words, and clients not only enjoy the experience but get a great feel of life on Lake Oswego."

The term client satisfaction can be overused and undervalued, but it is the hallmark of Kim's success. Her focus and responsiveness to resolving issues are two critical parts of her business plan. Another component is the belief that clear, concise and effective communication is the key to a smooth transaction and ultimately leads to another important goal, closing on time.

Part of Kim's success is that every day she feels she learns from her peers and mentors. "I am very lucky to observe such talent and enthusiasm from those with whom I work.

Professional and has obtained her broker's license. Kim is also a Platinum-Diamond member of the Million Dollar Club . ★

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