

# 2024 Arizona REALTORS® Officer Candidates

## PRESIDENT

### **SHELLEY OSTROWSKI**

#### **Yuma Assoc.**

Realty ONE Group Gateway

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I would like to thank you and say I am honored to be the President of the Arizona Association of REALTORS® for 2024. I have been blessed to have served with some of the best leaders in the state and can only aspire to continue and build on their ideas.

I have been a REALTOR® for over 25 years. I started serving in my local association in 2004 and then moved on to the state and national committees.

I have always believed leadership is a privilege and you should lead by example. I believe we can build on the ideas of past and present leadership to move this association forward. We have a wealth of volunteer members who serve and contribute along with an amazing staff. I look forward to learning and building in the next year to ensure our members voices are heard.

#### **Experience:**

#### **Yuma Association of REALTORS®**

2004 - Present	Served on several committees including: Chair RAPAC, MLS and Luncheon
2006 and 2016	President
2003-2007	Board of Directors
2014-2017	Board of Directors
2018-Present	Board of Directors (Ex-Officio)
2010 to Present	Instructor of Ethics and MLS to new agents at orientation
REALTOR® of the year	2005, 2008 and 2016

#### **Arizona REALTORS®**

2014-2018	RAPAC Trustee Committee. Chair 2017
2017-Present	Legislative and Political Affairs Committee Vice Chair serving as Chair 2019, Chair 2020
2018	Arthur Crozier Distinguished Service Award recipient.
2019	Star Award recipient
2020	Treasurer and Legislative Committee

#### **NAR**

2017-2019	State and Local Issues and Policy Committee
2020-2021	RPAC Participation Council
2021-2022	RPAC Participation Council
2021-2022	Board of Directors

## **PRESIDENT-ELECT**

**SINDY READY, ABR, CDPE, CRS, e-PRO, GRI, PMN, SRES**

**Scottsdale Area Assoc.**

RE/MAX Excalibur

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**It would be my honor to serve with you as your 2024 Arizona REALTORS President-Elect!**

**"Leadership is not just about what you do, but what you can inspire, encourage, and empower others to do." Jon Gordon**

- Leadership is not about a title or a position that we may have held or hold! It is about serving our MEMBERS! It would be an honor to continue to serve on this great AZ leadership team! Arizona REALTORS continues to focus on serving our members in our ever-changing business environment. I understand the importance of the First Vice President position and have served in similar positions locally and nationally.

**Overview of My Leadership Experience and Service to our members and our Industry.**

- **Arizona REALTORS:** 2022 State Treasurer, RAPAC Golden R President's Circle and Hall of Fame
- **Scottsdale Area Association of REALTORS:** 2020 President, 2019 President-elect, 2018 Treasurer, 2017 Board Director. 2015 Scottsdale Area Association of REALTORS REALTOR of the Year. Having been a member of SAAR for 20 years and involved on many Committees/task forces including: RAPAC-Chair in 2018, RPAC/RAPAC Major Investor: Golden R/President's Circle, 2013-2020, New Building Task Force (Analysis of Old Building 2012, 2018-20 Finance and Budget, HUTCH Fund Founding member, 2009 Graduate Leadership Academy Class 12.
- **Women's Council of REALTORS:** National President in 2015 with approximately 11,000 members. This was a 10 year Journey starting locally at the Scottsdale Chapter, then to State, Regional Vice President in 2009 over 5 States, and then to National. First as a member of the National Executive Committee. I was elected to 4 National Positions: National Financial Secretary (**Treasurer**), National Recording Secretary, President-Elect, which was an automatic transition to President. I have taught Nationally since 2008 on Leadership and Business topics.
- **National Association of REALTORS:** Executive Committee 2022-2023 and 2016-2017. Board of Directors 2015-2022. RPAC Major Investor: Golden R/President's Circle. Committee service since 2015 and RPAC Fall of Fame
- **RE/MAX Excalibur:** Team leader for Ready Callaghan Team since 2009. Full time REALTOR since 1997.
- **Resort/Hotel Sales and Marketing:** 16 Years in the Scottsdale and USA Markets in Management: Corporate Sales, Catering, Convention Services, and Meeting Planning.

Truly, I believe in giving back to an Industry that has giving me so much! It is an honor to serve our industry!

**I am READY to Serve You and our Members! I am asking for your Vote for First Vice President! Thank You!**

## **FIRST VICE PRESIDENT**

**MANDY NEAT** “Making YOU Matter!!”

**WeSERV**

Realty ONE Group

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We have the opportunity as real estate leaders to empower all members no matter which brokerage as a whole industry. Every day I have a personal mission to create a positive environment to ensure all professionals I come across can succeed while being part of a community. As an Arizona REALTOR® leader I would love to continue to empower all professionals across our state to find opportunity in our collaborative industry and make a difference in each client’s lives.

I appreciate this opportunity to become our 2024 Arizona REALTOR® First Vice President!

**Together we can Make EVERYONE Matter!!**

### **Proven Servant Leadership:**

2022 Arizona REALTORS® Board of Directors

2022 National Association of REALTORS® Board of Directors

2022 National Association of REALTORS® Professional Development Committee

2022 Arizona REALTORS® Professional Development Committee

2022 WeSERV® Immediate Past President and Board of Trustees

2021 WeSERV® President 2021 Arizona REALTORS® Executive Committee and Board of Directors

2021 National Association of REALTORS® Board of Directors and Delegate Member

2021 National Association of REALTORS® Professional Development Committee

2020 Arizona REALTORS® Frank Dickens EXCELLENCE IN EDUCATION Award

2020 Arizona REALTORS® Professional Development Committee Chair

2020 Arizona REALTORS® Convention Co-Chair and MC (1st Virtual Convention)

2020 National Association of REALTORS® Professional Development Committee

2019 WeSERV® Merger Team

2019 Arizona REALTORS® Industry Partners Conference and MC

2019 Arizona REALTORS® Graduate REALTOR® Institute Chair

2018 Arizona REALTORS® Tyler Strout Vision Award

2017 Arizona REALTORS® Convention Chair and MC

2017 City of Avondale Planning & Zoning Commissioner

2016 – 2018 City of Avondale Board of Adjustment Committee

2016 – 2018 City of Avondale CIP Committee

2016 – 2017 Garden Lakes President of the PTA

2016 Arizona REALTORS® Industry Partner Conference Committee

2015, 2016, 2018 WeMAR® Government Affairs Committee

2015 WeMAR® Young Professional of the Year

2015 City of Avondale Citizen Leadership Academy

2014 – 2017 WeMAR® Ambassador Committee

2014 – 2019 WeMAR® Finance Committee

2013 – Current Arizona REALTORS® Board of Directors

2013 – WeMAR® Valley of the Sun Young Professional Network Chair 3 Annual Habitat for Humanity Build Events

## TREASURER CANDIDATE

**SHANE COOK**

**WeSERV**

eXp Realty

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480-703-3316

“I am because we are” the Nguni Bantu term for “Humanity”, Ubuntu (Zulu pronunciation [ùbùnt’ù])

I first heard this term while serving in our REALTOR® associations and more recently came across it again in Mia Birdsong’s book How We Show Up. Every day I strive to add value to other’s lives and businesses to create relationships that build strong diverse communities of multiple points of view and backgrounds. I am honored to be part of the REALTOR® communities locally, in our state, across the country, and across the world, where I feel like we are all working towards a more tolerant, accepting, cooperative, loving “Humanity”. I would be honored to continue to serve and add value to all our members across the great state 48 to help them support themselves, their families, their clients, and their communities.

I would greatly appreciate the opportunity to be your 2024 Arizona REALTOR® Treasurer, and I have the skill set needed to perform that job at the very highest levels. I have been reading financial statements since earning my BA in Business Management at Eckerd College in the mid 90’s. I have had the opportunity to manage and work through multiple businesses with both successful and failing financial states of being, which means I know what bankruptcy looks like and what security looks like. I was an integral part of working through the financial statements at the local level when working on the Building Taskforce to prepare our association for and execute a land purchase to build a new building. And finally, my CCIM education is imperative to being able to represent sophisticated buyers and partners on all kinds of commercial purchases, leases, and development projects. I believe this skill set is often overlooked when we consider who might be the best person for the role of the Arizona REALTOR® Treasurer.

That’s Who We R® and Ubuntu together make me think of the words to the version of the song “Somewhere over the Rainbow,” by Israel "IZ" Kamakawiwo‘ole, “I see friends shaking hands, saying how do you do? They’re really saying, I, I Love you.”

I am one of 20 REALTORS® across the country to be accepted into the NAR Leadership Academy for 2023. I am also a CCIM candidate member who has submitted my portfolio requirements and will be taking the final exam in April 2023. I have been a candidate member for 5 years now.

Designations: CIPS, GRI, ABR, SRES, MRP & RENE

Certifications: AHWD, PSA, & ePro

### **National Association Service Roles:**

2023 NAR Chair Consumer Communications Committee

2022-2023 Member Communications Committee member

2021 Consumer Communications Committee member

2020 Commercial Committee member

2018-2019 Consumer Communications Committee member

2017-2019 NAR Director

**State Association Service Roles:**

2023 RAPAC Trustees Committee member  
2023 Issues Mobilization Committee  
2023 Equity, Diversity, & Inclusion Committee Member, I also sit on the Leadership workgroup for this committee  
2023 Business, Technology, and Communications Immediate Past Chair (5+ year member), I also sit on the social media workgroup of this Committee  
2022 Executive Committee Member  
2022 Chair, 2021 Co-Chair, BS&T Committee soon to be Business Technology & Communications  
2021 Communications Work Group Chair  
2020 RAPAC Trustees Committee Chair, 2019 Co-Chair  
2018-2021 BS&T Committee member, now Business, Technology & Communications  
2018-2021 RAPAC Trustee committee member  
2018 PAG on Retirement Planning and Options for our Members

**Local Association service roles:**

2021 to Current WeSERV Professional Standards  
2012, 2014 to Current RAPAC Major Investor, Currently Gold Level President's Circle  
2015 to Current WeSERV & SEVRAR, AAR Director  
2012 SEVRAR Leadership Graduate  
2013 YPN 40 Under 40  
2013 Committee CoChair YPN  
2013 Community Outreach Member  
2014 YPN Committee Chair  
2014 SEVRAR ExOfficio Director  
2014 Community Outreach Committee CoChair  
2014 - 2016 Building Task Force Member  
2015 - 2016 SEVRAR Director  
2015 SEVRAR Realtor of the Year  
2017 - SEVRAR VP of Board of Directors  
2018 - SEVRAR President-Elect, Resigned for Personal Reasons

Since completing my GRI, I regularly monitor for WeSERV and GRI classes

## **TREASURER CANDIDATE**

### **LISA PAFFRATH**

#### **Northern Arizona Association of REALTORS®**

Better Homes and Gardens Real Estate Grand View North

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Volunteerism has run through my veins since I was a child, walking through the neighborhoods where I lived with my grandmother, who taught me the importance of taking care of our family, friends, and our community and leading with my heart. That passion is now part of my leadership journey and commitment to the real estate industry that has opened so many doors for me since becoming a REALTOR® in 2004.

I look forward to serving as your Treasurer in 2024, working alongside the dedicated, talented, and passionate leaders we currently have on the Arizona REALTORS® State line.

### **EXPERIENCE:**

#### **National Association of REALTORS®**

2023 RPAC Hall of Fame 2022 Inductee

2023 Risk Management Committee

2022 SPIRE Mentor Program Committee Member

2021 RPAC Major Investor Council

2020 Commitment to Excellence Committee

2019 RPAC Major Investor Council

2018 NAR Leadership Academy Graduate; Research Committee Member

2017 Graduated with Honors - Masters Degree in Real Estate from REALTOR® University

2016-2023 Major Investor - Silver to Golden R Presidents Circle and RPAC Hall of Fame

#### **Arizona REALTORS®**

2023 Co-Chair Legislative & Political Action Committee; LegCom, RIMC Committee Member

2023 Risk Management, RAPAC and Grievance Committee

2022 Risk Management, RAPAC, Grievance and LPA Committee Member

2022-2023 Fair Housing Advisory Group

2021 Risk Management Committee Member; AR Board of Directors Quota Member

2018-2021 Legislative & Political Action Committee member

2021 Professional Development Committee Member

2020 Professional & Business Development Committee

2020 Vacant Land/Lot Listing Agreements Workgroup; Listing Agreement Workgroup

2019 AZ Members Serving NAR Committees - RPAC Major Investor Council

2019-2020 AAR's Master of Real Estate Society

2018-2019 RAPAC Trustee Committee; 2019 Past Chair Risk Management

2018 AZ Members Serving NAR Committees - Commitment to Excellence

2018 Buyer Contingency Addendum Workgroup; Communications Workgroup

2018 Honored Recipient of the Tyler Strout Vision Award

2018 Chair Risk Management Committee; Board of Directors; Executive Committee

2017 Board of Directors

2017-2021 Professional Standards Committee

2016-2019 Committee Chair of Risk Management 2018; RMC Member, Executive Committee Member

2016 Arizona REALTORS Leadership Training Academy Graduate; NAAR President Elect

2016 Communications Workgroup

**Northern Arizona Association of REALTORS®**

2023 RAPAC Committee Member; also committee member/chair 2018-2020

2020 Chair of Professional Development

2018-2020 Committee Member of Professional Development, RAPAC

2014-2017 Community Outreach Committee Member; Chair in 2016; NAAR Board of Directors

2017 2017 President of the Northern Arizona Association of REALTORS®

2022 Presidents Award

2018 Distinguished REALTOR® Award

**Women's Council of REALTORS®** 2020 Leadership Identification Chair; 2022 Leadership

Academy Graduate;

2023 Vice President of the Prescott Area WCR

## **REGION 1 VICE PRESIDENT**

### **GUNNER MITCHELL**

#### **Lake Havasu Association**

Destination Havasu Brokerage

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I am honored to be an Arizona REALTOR® and help serve both my region and REALTORS® from across the state in any way I can.

Being a 3rd generation realtor behind my grandfather and mother before me, real estate has provided for myself and my family giving me so much already. I love the opportunity to give back to the industry and to the wonderful people I have been grateful to meet along the way. REALTORS® are the ones who show up and give back to each of their communities, so if I can show up for the people who are showing up within their communities, I count that as a wonderful way to help everyone within Arizona.

Being younger, I look forward to providing my different perspective and view and contributing to making Arizona the best state to be a realtor!

#### **Leadership Experience:**

##### **Lake Havasu Association of Realtors:**

2016	Technology Chair
2018 - 2019	Havasu Realtor's Board of Directors
2021	Vice President
2022	Charitable Foundation Chair
2022	President-Elect
2023	President

##### **Arizona Association of Realtors:**

2017 - 2020	Business Technology & Communications Committee
2021	Business Technology & Communications Chair
2022	Business Technology & Communications Past Chair
2023	Risk Management Committee



## **REGION 3 VICE PRESIDENT**

**JESI ORONA**

**White Mountain Association**

Advantage Realty Professionals

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Hello, my name is Jesi Orona, and I am asking you to consider me for Region 3 Vice President. I am the current President for The White Mountain Association of Realtors. I have been the Show Low Director for the White Mountain Association of Realtors from 2019-2021. At the state level, I currently sit on the Diversity, Equity, and Inclusion committee.

I have truly enjoyed working for our membership over these years. I have been a committee member for the MLS committee, Functions committee, DEI, and YPN. I was a Board Member for Sunrise Adaptive Sports for 6 years. I was born and raised here in the White Mountains. I love our community and would like to continue my involvement with the association. I am committed to serving our members as well our community. I appreciate your trust and support in considering me for this position. I look forward to working for you over the years. I want to also thank all of you for the great honor of being Realtor of the Year 2020.

Thank you for the opportunity.

## **REGION 5 VICE PRESIDENT**

**SUSAN DERLEIN**

**Green Valley Sahuarita Association**

Long Realty

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I have been a REALTOR® for 21 years specializing in residential real estate in the Green Valley and Sahuarita areas. Understanding the value of being part of the REALTOR® community, I joined the Women's Council of REALTORS® in 2002 and served as VP of Membership from 2002-2003, and was elected Vice President in 2004; President-Elect in 2005 and President in 2006. I served as Past President in 2007 and was elected President again in 2008. During this time, I initiated the Annual "Decorated Christmas Trees" Auction and oversaw the Annual Charity Dessert Auction and was instrumental in the growth of the local chapter. During this time, I attended numerous AAR and NAR conferences, conventions, classes, and AAR Training events.

At the local community level, I was asked to serve on the Board of Directors of the Center for the Performing Arts in Green Valley from 2003-2007. I also joined the local Chamber of Commerce in 2002 and remain a member today. There I served on the Economic Development Committee for several years.

In 2005, I was elected to serve on the Board of Directors of GVSAR and served through 2009. I was appointed to Chair of the RAPAC committee from 2005-2009, earning top awards for GVSAR participation, fundraising, and meeting goals through active networking, special events, and silent auctions. I also served on the Builder Broker Tour Committee and numerous Annual Charity Golf Tournament Committees. In 2015-2016, I was appointed to the Board of Directors of GVSAR and was elected as Vice President in 2017, President-Elect in 2018, and President in 2019. In 2018, I attended the Leadership Training Academy in Scottsdale. In 2019, I was awarded REALTOR® of the Year.

Over the years, I have earned several designations, including Accredited Buyer's Representative®, e-PRO®, Performance Management Network, SRES®, Short Sale & Foreclosure Specialist, and was a Member of the Master of Real Estate Society. Serving Region 5 will be a great honor and privilege, and I am so committed to working with the leaders and members of our associations. I am looking forward to 2024-2025.

