

## Agent of the 1<sup>st</sup> Quarter – 2010

Michael Kenduck, New York



USRES is proud to recognize **Michael Kenduck** as our outstanding agent for the 1<sup>st</sup> Quarter of 2010.

Michael has been working with USRES for the past 6 years. During his time with USRES, his office has completed over 700 BPOs and sold numerous properties. Michael is a dedicated agent, always remembering the client's needs and thinking of strategies to liquidate the clients portfolio, saving time and costs. He completes tasks and assignments with little to no follow up, and always provides updates before they are requested.

***Congrats ....***

**Garrett Mays, VP of Vendor Management**

### Q&A with Michael Kenduck

#### ***What has been your best experience with USRES?***

I think my best experience with USRES was growing with you guys. I remember when the crew was all of 20 people and I used to be able to call into the front desk and they would know me by voice. Seeing the company grow over the years has been awesome. I would also have to say that I enjoyed speaking at the 2008 Spring REO Marketing Roundtable that USRES hosted. It was interesting to see what other top brokers throughout the country had to say about their service areas. Moreover I got to put a lot of faces with names that I work with day by day. USRES is one of most enjoyable teams to work with because they have very welcoming personalities that make you want to do the very best by your client.

#### ***What advice would you give to other REO agents?***

My best advice to another REO agent would be that the dulllest pencil is better than the sharpest mind, so be thorough in your file management to ensure nothing ever falls between the cracks and keep yourself three steps ahead of the curve! Being Proactive rather than Reactive will put smiles on clients' faces in knowing their local eyes and ears are on top of it!!