

# TOP AGENT MAGAZINE



Michelle Murphy

Having practiced real estate for more than three decades, Top Agent Michelle Murphy can't imagine making her living any other way. "I worked in the business for about a year in the '70s," she explains. "Then I came back to it in the '80s, got serious about it and got my license—I've never looked back!"

Based on the east side of Seattle, Michelle serves the entire area with residential real estate services, and much of her business comes to her via referral. "I do a lot of work with senior clients," she says. "Many of them are downsizing and need help making that transition."

Michelle is the rare agent with a track record for longevity with her brokerage. "I've only ever worked for two companies," she explains. "Both of them are small; I love where I am now with Metropolitan Park. We are an upscale, boutique agency, there are just six of us, and we all look out for each other." She also benefits from her firm staying on the cutting edge of rapidly evolving real estate technology.

Though many things about the industry have changed during Michelle's time in the business, her commitment to serving her clients has not. "If there's one thing that sets me apart, it's service, service and more service," she says. "I always try to make transactions as smooth as possible for my clients by really listening to them and their needs. I don't try to fit them into a round hole when they're a square peg," she continues. "People know when they call me they're going to get absolutely customized service."

Clients who have worked with Michelle often remark on how she always seems to have a huge smile on her face. "Every time clients are with me, even through the problem areas of a transaction—and there always are some—I stay upbeat and happy and pull them along. They trust my knowledge and willingness to go above and beyond."

Michelle's philosophy is to provide incomparable client

service with a high level of integrity and in-depth market knowledge. "My clients know I have an incredible work ethic," she says.

"I also value being respected by my peers in the industry because that's vital to smooth transactions. I've even had clients tell me they have received compliments about me from the other agent in the transaction."

Michelle loves that for the most part, real estate is a happy profession. "I owned an ice cream store before I got into real estate and always thought that was the happiest profession I could ever have," she says. "But real estate is very happy, too. I just adore the smiles and the thanks I receive when sellers receive their escrow checks and I hand buyers the keys to their new homes."

Though Michelle has earned numerous awards and accolades over her long career, one honor really stands out. "I have been voted a 5-Star Real Estate Professional for Best in Customer Satisfaction by Seattle magazine. It means so much to me because it's determined based on independently gathered feedback from clients and other real estate professionals." Another of Michelle's recent honors was being named the Best REALTOR® in Kirkland by Seattle's KOMO TV.

Looking ahead, Michelle plans to "continue onward and upward" with Metropolitan Park. "I'm going to continue to serve my clients the best I can, be grateful for any honors and awards that come my way and continue doing what I love to do."



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