

Joanne Zettl

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216-409-1328

WORK EXPERIENCE

ELITE SOTHEBY'S INTERNATIONAL REALTY Buyer and Seller Services Principal and Managing Broker (2/2021-4/2024)	2021 - present
STOUFFER REALTY Buyer and Seller Services, Liaison to in-house legal counsel	2013 - 2020
STREET SOTHEBY'S INTERNATIONAL REALTY Buyer and Seller Services	2009 – 2013
SMYTHE CRAMER, REALTY ONE, HOWARD HANNA Manager of Realty One Chagrin Falls office (1994 – 2007) Manager of Realty One Shaker Heights office (2007-2008) Manager of Howard Hanna Shaker Heights office (11/2008 – 2/2009) Real Estate Sales – Smythe, Cramer (1985 – 1994) Buyer and Seller Services, Training, Recruiting, Retaining, Financials	1985 – 2009
SNAVELY BUILDING COMPANY New construction sales: from absorption rates to design to construction Sold total project: vacant land, condominiums, single family homes	1987 – 1991
ZETTL & ASSOCIATES, INC/ARCHITECTS Office manager	1984 – 1991
UNION STANDARD TITLE AGENCY Title exams, Sherriff's Sales, Legals	1983 – 1985

Education

B.A., Sociology, John Carroll University, Cleveland, OH	Hobbs Herder School of Management Dev., 2008
American Institute for Paralegal Studies, 1983	BPOs: The Agent's Role in the Valuation Process, 2011
Real Estate License, 1985	Short Sales & Foreclosures, 2013
Graduate, Realtor's Institute, 1988	Senior Real Estate Specialists, 2017
Ohio's Broker License, 1989	e-Pro, 2018
Certified Residential Specialist, 1990	Pricing Strategy Advisor, 2018
Certified Real Estate Broker, 1996	Fairhaven, 2020
Accredited Buyer's Representative, 1998	Bias Override, 2020
Accredited Buyer's Representative Manager, 1999	Certified Luxury Home Marketing Specialist, 2021
At Home with Diversity, 2007	C2EX – in process

Workshops and Conferences

Covey Leadership Center, The Seven Habits of Highly Effective People
Dale Carnegie, Customer Relations and Employee Development Course
Voice Pro, Presenting Yourself & Your Ideas and Exude a Professional Image
Gestalt Institute of Cleveland, We Are What We Say: How we create ourselves through voice and language
Signal Tree Resolutions, Negotiation Skills Training
Floyd Wickman School of Speaking & Training
Regular attendee at seminars at State and National

Professional Awards and Affiliations

National Association of REALTORS®

Board of Director member – 2015 to 2022
Housing Opportunity Committee member – 2016
Research Committee member – 2015, 2017, 2018, 2021
Research Committee Chair – 2020 Chair, 2019 Vice-Chair
Risk Management Committee – 2022, 2023

Ohio REALTORS®

Ohio REALTOR® of the Year – 2022
NAR Strategy Committee – 2021-2022 and 2022 Vice Chair, 2023 Chair
CEO Evaluation Work Group – 2023 Chair
Executive Committee Appointee – 2020
elected District 3 Vice President – 2021-2022
appointed RPAC Fundraising Committee – 2021 Chair, 2020 Vice Chair
appointed Ohio REALTOR® Party – 2022 Chair, 2021 Vice Chair
elected Ohio's NAR Director – 2017-2019 and 2020-2022
Board of Director member – 2011 to present / Trustee 2003-2006, 1996-2000
Nominating Committee – 2021-2022
appointed member of the Political Advocacy Fund, 2017-2020
appointed member of Issues Mobilization Committee & Legislative Steering Committee – 2021, 2017-2019
appointed Communication Committee – 2019 Chair, 2018 Vice Chair
appointed State Political Coordinator to State Senator Yuko – 2018-2022
RPAC Programs Task Force – 2018
elected member of Ohio REALTORS® Leadership Advisory Board in 2018, appointed to serve 2018-2020
Enlarged Legislative Committee member – 2017-2021
Legal Issues, Local Government, and Professional Standards Forums member – 2016-2021

graduate of Ohio REALTORS® Leadership Academy Class of 2017

Akron Cleveland Association of REALTORS®

Akron Cleveland Association of REALTORS®, REALTOR® of the Year 2022
Bylaws Taskforce – 2023 Vice Chair
Strategic Planning Taskforce – 2020, 2023
Legislative Committee – 2023 Vice Chair
Board of Directors – 2014 to 2016
Council on Ohio REALTORS®/NAR Leadership – 2020, 2023 and 2021 Vice Chair, 2022 Chair
Professional Standards Committee
Nominating and Leadership Development
Harold L. Klarreich Scholarship Trustee
Professional Development & Equal Opportunity Forum – 2017 Vice-Chair and 2018 Chair, current member
Grievance Committee – 2014 Vice-Chair and 2015 Chair

Cleveland Area Board of REALTORS®

Chairman 2013, Chairman-Elect 2012, Treasurer 2011
Board of Directors, 1996-1998, 2003-2005, 2011 to 2013
Cleveland Area Board of REALTORS®, Realtor® of the Year, 2003
President's Award for Meritorious Service, 1999
Service on various committees for CABOR – Membership, Decs & Bylaws, Rental Taskforce,
Property Managers Working Group, Legislative, RPAC Trustee, Community Watchdog Program and Strategic
Planning Workgroup

Residential Real Estate Council (CRS)

Member since 2019
State President – 2020 and 2023

State Finance Director – 2019
State Communication Director – 2021

Women’s Council of Real Estate (WCR)
Member since 2019

Real Estate Business Institute
Member since 2017

Institute for Luxury Home Marketing
Member since 2021

REALTOR® Political Action Committee (RPAC)
Consistent RPAC contributor over her entire career
Sterling R – 2013-2018
Crystal R – 2019 to present
President Circle Member since 2021
NAR Hall of Fame \$25,000 Level – Class of 2024
OR Hall of Honor \$25,000 Level – Class of 2023

Civic Awards and Affiliations

Chagrin Valley Chamber Commerce – President 2002, 2003, 2004; Board of Directors 1999-2012; Advisor to the Executive Committee 2007-2012 and 2014-2023; Long Range Planning; Dec and Bylaws; Nominating and Membership Committees; Rules and Regulation Task Force Chair 2023

Chagrin Valley Chamber of Commerce - Presidential Merit Award, 2007 and 2021

Bentleyville Road Neighborhood Club – member since 2019, Vice President 2022-2023

Chagrin Valley Little Theater Board of Directors – 2020-2021, 2022 Vice President, 2023 President
Chagrin Valley Little Theater Fundraising Committee – 2017-2019

Board of Directors for Fevered Dreams Productions (dba Chagrin Documentary Film Fest) – 2020-2023
Fevered Dream Productions Governance Committee – 2022, Chair 2023
Chagrin Documentary Film Fest Event Committee – 2017-2020

Village of Chagrin Falls – Mayor’s Advisory Committee 2007-2015

Your Hometown (formerly, Downtown Chagrin Falls) – Executive Committee 2001-2003, 2008, 2009

BNI Chagrin Valley Chapter – member 2008-2012, President 2010

Chagrin Foundation for Arts & Culture – Board of Directors 2008-2013, Secretary 2013