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Personal History

I was born at Ramey Air Force Base in Puerto Rico May 1, 1961. In 1964 my family moved to San Antonio and it has been my home ever since. November 26, 1988 I married Kendall Neal of Houston, Texas and we have one daughter, Sterling Austin, who was born March 3, 1995.

Kendall was a National Sales Manager for Nestles' Infant Formula Division before Sterling was born. Now she is involved in Sterling's school and church activities. Sterling is an 10th grader at Ronald Reagan High School. Kendall served as the president of the PTA at Bush Middle School and at Stone Oak Elementary for 2 years. Kendall is involved in PTA, NEISD Leadership and Spirit Club. Sterling is a Diamond Dancer and is involved in AP and Pre AP classes and Latin.

My mother is a retired schoolteacher and was in the North East ISD for 30 years. My father retired as an Air Force Lt. Col and was an adjunct professor for several years after that at Auburn University, AUM and Troy State in Alabama. I have one sister who lives in New Hampshire with her husband and their daughter.

I am a life long member of St Mark's Episcopal Church in San Antonio. My parents were married there. Kendall and I were married there. Sterling and I were both baptized there. I am involved on the History Arts and Archives Committee and serve as a docent and usher. I was elected to the vestry and served a three-year term from 2000 – 2002. Currently, I serve treasurer and I oversee a \$2,000,000 annual operating budget and a \$12,000,000 capital campaign and construction project. Kendall is active with the Alter Guild and Lenten Lunches. Sterling is an acolyte. Kendall and Sterling serve on the alter guild. Kendall and I were the operations chairs for the consecration of a new Bishop and the 100th anniversary of the Dioceses of West Texas in 2005.

I am a charter member of the Stone Oak Rotary Club and served in 2002 as the Vice President of the club.

I am active in the University of Texas at San Antonio Alumni Association and served for six years on the Board of Directors and was the Vice President for two years. I chaired the UTSA Balloon Festival and raised over \$50,000 for scholarships. I currently serve on the College of Business Advisory Council, Accounting Advisory Council and Roadrunner Foundation for Football. In 2006, I was honored as the UTSA Alumni of the Year.

I enjoy golf, tennis and sporting clays.

Education

I attended Sunset Hills Elementary School, Pat Neff and Hobby Middle Schools, John Marshall High School and was in the first class that graduated from Tom C. Clark High School in 1980. All of those schools are in the Northside ISD.

I attended Texas A & M University. I am a proud member of the class of 1984.

I earned a BBA in Accounting from the University of Texas at San Antonio in 1993.

Professional Experience

I earned my Texas Real Estate Salesman's License in May of 1982 and my Texas Real Estate Brokers License in December of 1984.

I worked briefly with JB Goodwin Realtors before joining RE/MAX del Norte in 1982. From 1984 to 1987 I held several different positions in the real estate industry. Besides working with another RE/MAX office, I worked as an on-site sales representative for a local home-builder. I also owned and operated a residential property management company.

In 1988 I joined RE/MAX Associates and worked there for twelve years. I opened my own office, RE/MAX Advantage, in August of 2000. In January of 2003 I merged my office with another family of 5 RE/MAX North offices. In 2006 I sold my interest in RE/MAX North and joined RE/MAX Associates in Stone Oak.

In my career it has been my pleasure and honor to help hundreds of families buy and sell their homes. I have closed over 2,000 sales in my 28+-year career. Many of those have been a family member or friend of another client. In 1995 I made the commitment to work "By Referral Only". This commitment means that I will rely on references from my clients. Consequently, I work even harder to gain my client's trust. If I do a great job for my client, they will use me again and refer others with confidence, knowing that their friends and loved ones are getting the best service and counsel.

As a result of this commitment I have built a business on the fundamentals of integrity, knowledge, and experience and customer service. I have an exceptional staff that shares my vision and understands the value of a happy customer. We are committed to working with great clients who trust us and appreciate that level of service and support that we offer. If we exceed our client's expectations they will continue to bless our business.

Professional Designations

In order to distinguish myself from my peers I have worked very hard and invested a great deal of time in continuing education far beyond what is required by the state. I currently hold the following designations recognized by the National Association of Realtors.

Certified Residential Specialist: Less than 1% of all the real estate agents in the nation hold this designation. The CRS designation requires a body of work over several years as well as specialized classes. There are fewer than 100 CRS designees in San Antonio.

Certified Residential Broker: This designation is specifically for owners and managers of Real Estate offices. The classes focus on profitability, management, risk and other aspects of owning an office. There are fewer than 20 CRB designees in San Antonio

Accredited Buyer Representative (Manager): The ABR and ABRM designations are for those agents who represent buyers and for managers who oversee agents. Classes focus on agency, relocation, services and issues related specifically for buyers. This information has been very helpful in building my relocation practice and improving the services we offer to buyers. It has also been helpful representing sellers because I have enhanced my negotiation skills and have the insight to protect my clients. There are only 150 ABR designees and only 3 ABRM designees in San Antonio.

Certified Commercial Investment Member: The CCIM designation is considered the PhD of Real Estate. This designation requires several classes, and written demonstration reports as well as a comprehensive exam. There are only 50 CCIMs in San Antonio.

Certified Relocation Professional: The CRP is one of the most difficult and time-consuming designations to acquire. The CRP focuses on the needs on relocation candidates as buyers and sellers with special attention paid to the value of properties and the specific needs of a transferred employee and their family. There are only 10 CRPs in San Antonio.

Certified Luxury Home Marketing Specialist: The CLHMS designation is awarded to agents who distinguish themselves in the Luxury Home Market.

Certified Distressed Property Expert: The CDPE designation is awarded to agents who have experience and expertise in “short sale” and lender owned properties.

Of the approximately 7,000 members of the San Antonio Board of Realtors, I am the only person that holds this combination of designations. However, these designations are only a part of my continuing education. Each year I attend sales and marketing seminars across the country to expand my body of knowledge and to build my network of like- minded agents. I want to continue to improve my skills and build my practice.

Professional Awards

Business Journal Top 50

Each year the San Antonio Business Journal recognizes the “Top 50” agents in the city out of the 7,000 members of the San Antonio Board of REALTORS for their sales volume in dollars and for the number of transactions closed. I broke into the Top 50 in 1996 and have been in the Top 5 every year since 2000.

REALTOR of the Year

Each year the Sales and Marketing Council of the Greater San Antonio Builder’s Association recognizes an individual real estate agent for their contribution to the industry, their civic contributions and their sales volume. I have been honored as GSABA’s REALTOR of the Year in 2000, 2001, 2002, 2003, 2004, 2006, 2008, 2009, 2010

Platinum Top 50

Since 2000 the Platinum Top 50 award has been given to the Top 50 agents in San Antonio who excel in the \$300,000 and up price range. The award is based on, industry involvement, professional and civic contributions as well as sales volume. I have been named as a Platinum Top 50 every year since its inception.

RE/MAX Awards

Each year RE/MAX of Texas recognizes agents for the commissions earned in the San Antonio Region as well as at the State level. RE/MAX International also awards agents for annual and career accomplishments.

100% Club for earned commissions over \$100,000 per year; 1994, 1995, 1996, 1997

Platinum Club for earned commission over \$250,000 per year; 1998, 1999, 2000, 2001

Chairman's Club for earned commissions over \$500,000 per year; 2002, 2003, 2004, 2005, 2008, 2009.

Diamond Club for earned commissions over \$1,000,000 per year 2006, 2007

Lifetime Achievement Award for career earnings over \$1,000,000 in 1998

Hall of Fame Award for career earnings over \$3,000,000 in 2002

Circle of Legends for career earnings over \$10,000,000 in 2010. (There are 110 COL Agents out of over 90,000 RE/MAX Realtors system wide.)

[The #1 Team in the San Antonio region every year since 1998](#)

[One of the Top 20 Teams in the State of Texas every year since 1999](#)