

# suburban life

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# TAKING 'ABOVE AND BEYOND' TO THE Next Level

Known for her work ethic, steady hand, and top-notch service, Realtor **Mary Delozier** ventures boldly into the luxury market with Keller Williams BlackLabel.



Some people go their whole lives without ever finding their calling. That's not the case for Mary Delozier, who found a perfect fit in real estate.

A few years ago, as she was shifting her career focus,

Delozier wanted to work in a field that enabled her to connect with people from all walks of life. She had a knack for the work, given her prior experience with investment properties and house flipping on her own. As a working mother of two children, she knew working as a Realtor would offer the flexibility to manage all aspects of her life.

"It sounds kind of corny and cliché, but it just became really personal for me," says Delozier, who considers herself a natural "helper," eager to pass her wisdom on to others. "Real estate changed my life; it helped me to get somewhere in my life that I never thought possible. I grew up with not much in West Virginia, and through real estate I am fortunate to have many blessings now. I became passionate about showing other people that path."

Delozier hit the ground running upon joining Keller Williams in 2019, and she has not slowed down since. She has worked with clients of all types, from first-time homebuyers and investors to commercial clients. She concentrates her business on the Main Line, but also ventures into Philadelphia and Chester County.

A longtime independent agent at Keller Williams Philadelphia, Delozier is thrilled to have recently joined the Keller Williams BlackLabel team in affiliation with TCS Group. BlackLabel specializes in a wide range of luxury properties, catering to CEOs, high-net-worth individuals, and local sports figures.

"Our motto is, 'What others consider above and beyond is where we begin,'" Delozier says. "It's that exceptional attention to every client: being thorough, being accurate, being intentional in how you're communicating with them and even with the other party. We're more than just agents and salespeople; we're mediators too a lot of the time, so trying to keep a smooth transaction is paramount."

Agents usually need a few years to establish themselves in the industry, but Delozier has excelled from the get-go. She attributes her success to her work ethic, positive attitude, and maybe a little luck. She has seen many different markets in a short period of time, from the initial pandemic-induced shutdown to the ensuing boom. With inventory still low, she strives to unearth hidden gems for her clients and get creative in their offers when necessary.

Delozier believes success begins with the simple act of taking the time to truly understand each client's needs, and then guiding them through each step of the journey.



"I think everyone expects me to be this great orator because I'm in sales," she says with a laugh. "But each client is so different, so I have to ask a lot of questions and I do way more listening than talking. I try to get a feel for their needs, their comfort level, and how involved in the process they want to be."

Delozier draws on her own experiences to handle any curveballs she encounters. She previously worked for a global agency assisting families and individuals to create or add to their families through surrogacy and egg donation.

"I'm attuned to helping people during the most stressful times of their lives, while providing a top-notch service," she adds. "We were literally dealing with life and death [in my prior line of work], and I think that's why I don't get rattled in real estate. So many agents will get upset over this or that, but I've seen so many worse things happen and I know we can talk through the problem."

For the past eight years, she has also trained and even competed in Brazilian jiu-jitsu. At first she did it purely for the physical benefits, but the martial art has taught her to remain calm in stressful situations. "It's translated in a lot of areas of my life," she says, "especially real estate."

The feeling of helping clients find the home of their dreams never gets old for Delozier. As she embarks on her new endeavor with BlackLabel, she is excited to see what the future holds.

"I've always been a helper, even in my last career, and I love helping people through the most difficult, stressful times in their lives," she says. "When it's done and they're homeowners after a difficult process—or even a smooth one where they didn't realize the hiccups along the way—it's really, really rewarding. I love my job." ■

**Mary Delozier**  
Keller Williams BlackLabel  
(484) 326-6294  
marydelrealestate.com  
blacklabelkw.com