



Monday, August 24, 2026

2027 SWMLS Board of Directors Candidate Questionnaire

To be eligible to run for the SWMLS Board of Directors, you must complete this entire Candidate Questionnaire by the deadline of **4:00pm on August 26, 2026**.

Please note that the answers you provide to this questionnaire will make up your official statement and will be published in its entirety on the GAAR/SWMLS website for voting member review during the election process. (GAAR staff will not edit your responses; please proof your questionnaire.)

General Information

Name

Courtney Byrd

Upload headshot or photo



Brokerage Name

Realty One of New Mexico

Brokerage Address

9674-3 Eagle Ranch Rd NW

City

Albuquerque

State

NM

Zip

87114

Number of Years as a REALTOR® Member: 11

Member Type: Please select Designated REALTOR®/Participant only if you are listed as the Designated/Qualifying Broker of your office. REALTOR®/Subscriber

Are you a managing broker? If so, how many brokers do you supervise? 6

For which position are you applying? Director (2 available) President-elect (Officer - one year term)

Do you have any Code of Ethics violations or have you ever had any disciplinary actions from the New Mexico Real Estate Commission in the last 3 years? If yes, please elaborate. If no, indicate N/A. N/A

Officer and Director nominees must have completed three (3) of the following items:

- 1 year on any NMAR, NAR, or NMREC Committee, PAG or Task Force
- 1 year as GAAR and/or SWMLS Director or Officer
- 1 year as Chair of any SWMLS or GAAR Committee
- 1 year as Member of any SWMLS Committee or selected GAAR Committees (Professional Standards or Grievance) or served as GAAR Mediator or Ombuds.
- Complete a Leadership Development Program at the local, state or national level
- Attend at least 2 SWMLS BOD meetings within the last year - can be completed before taking office in January
- Complete both a Robert's Rules of Order and MLS Rules Refresher course
- Have had five (5) transactions that closed in the prior twelve (12) months in which he or she represented a buyer, seller, landlord or tenant or performed an appraisal OR be a qualifying broker of at least five (5) brokers

The following questions address these items:

Have you ever served as a Director or Officer of SWMLS? No

Have you ever served as a Director or Officer of GAAR? No

Have you served as a Chair of a SWMLS or GAAR Committee within the past 5 years?

Yes

Please list all SWMLS, GAAR, NMAR and NAR committees, task forces or PAGs you have been a member of. You can view your SWMLS/GAAR committee history by going to your member portal.

Chair SWMLS Compliance Committee 2025, 2026
SWMLS Compliance Committee 2022-Current
NMAR Director 2024-Current (served as Alternate in 2023)
GAAR GAP Committee 2019-2023

Have you participated in GAAR's Leadership Development Program, NMAR's Growth and Involvement Program, or any other leadership training?

No

If yes, please provide program name and year completed. Please write N/A if not applicable.

N/A

How many transactions did you have within the last 12 months, August 1, 2025 to July 31, 2026?

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Have you completed a Robert's Rules of Order and MLS Rules Refresher course?

No

What are your primary disciplines in your real estate practice? Check all that apply.

Residential

Coaching/Training

Please list any REALTOR® Institutes, Societies or Councils in which you currently hold membership.

N/A

Please indicate which REALTOR® Designations you hold:

None

Have you reviewed the Board Responsibilities document and do you agree to abide by these responsibilities?

Yes

Which technologies offered by SWMLS are your favorites, and why?

I use Flex so much in my day to day life that I almost forgot to mention it first! Having the MLS at my fingertips is the most valuable technology GAAR offers in my opinion. Forewarn would have to be my second most used app. While I enjoy meeting new people and showing houses, my safety is important to me and Forewarn helps give me peace of mind when connecting with new people.

Please share your experience, qualifications, skills, knowledge, and any other relevant information that would make you an asset to the SWMLS Board of Directors and SWMLS Participants and Subscribers. What leadership skills do you bring to the role?

My background in education, real estate mentoring, and compliance has given me a unique perspective that would be an asset to the SWMLS Board.

The skills I developed as an educator continue to serve me well in real estate. I currently mentor new brokers, helping them navigate the business and build confidence in their careers.

For the past two years, I have also had the privilege of serving as Chair of the SWMLS Compliance Committee. This experience has strengthened my leadership skills and taught me the importance of fairness, objectivity, collaboration, and listening to different perspectives before making decisions.

I believe my greatest strengths as a leader are my ability to communicate, bring people together, and make thoughtful decisions based on what is best for our membership.

Most importantly, I genuinely care about helping Realtors succeed!

What is the role of the SWMLS and what are the challenges facing SWMLS moving forward?

The main role of the SWMLS is data collection, accuracy and collaboration.

I think one of the biggest challenges moving forward is AI. Maintaining data accuracy, security, and compliance is important and we will have to keep up with that.

Another challenge will be making sure our rules and resources continue to evolve with the way Realtors actually do business. Technology and rules are important, but understanding what Realtors need in the field is just as important. SWMLS should be a partner in our success, not simply technology we get to use.

What are the strengths of the SWMLS core software and affiliated technology offerings and where do you see room for improvement and/or change?

Flex recently had a facelift and I like the new look! Since Flex is at the core of what we do as Realtors, I have no complaints about it. It's the only platform I've used so I don't know any different.

Forewarn has provided so much peace of mind and countless hours saved on potential scams, I seriously couldn't do my business without it.

I know others love the data and analytics other technologies provide and to be honest, they aren't my cup of tea. I will leave that to Tego and continue to share his expertise with those around me who want to know :)

Where do I see room for improvement? Sometimes the challenge isn't having more technology but making sure we are getting the most out of the technology we already have. I would like to see SWMLS continue to focus on education, communication, and feedback from its members when evaluating future technology and improvements. The Tech Committee does a fantastic job at this!

What is the one thing you would like to change that is in the purview of SWMLS?

I can honestly say after attending Board meetings and working with SWMLS Compliance, so many fantastic changes have already been made or are in the works. As an educator and mentor, I believe strongly that our members are more successful when they understand the "why" behind a rule or policy and not just the rule itself. If we can help Realtors better understand SWMLS rules and why they matter, we can create more confident, compliant, and successful members, all while strengthening the integrity of our data.

Additional remarks by Candidate:

I genuinely care about our industry and the people who make it work. My experience as an educator, mentor, and Compliance Committee Chair has given me a strong appreciation for both the challenges Realtors face and the important role SWMLS plays in our businesses.

I don't have all the answers and I think that's a good thing. I believe good leadership means asking questions, listening to different viewpoints, and working together to find the best solutions.

I would be honored to have the opportunity to serve. I would also bring a positive attitude and a genuine enjoyment of working with others, because collaboration and leadership is more effective when people feel heard, valued, and supported.

Thank you for this opportunity!

We appreciate your interest in serving. You will be notified when the Nominating Committee chooses the candidate slate for the upcoming election.