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CalPro Inspection Group

Happy Hour

MARIANA

AUGUST 2024

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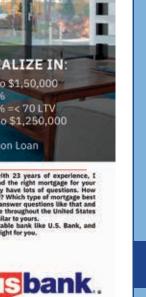
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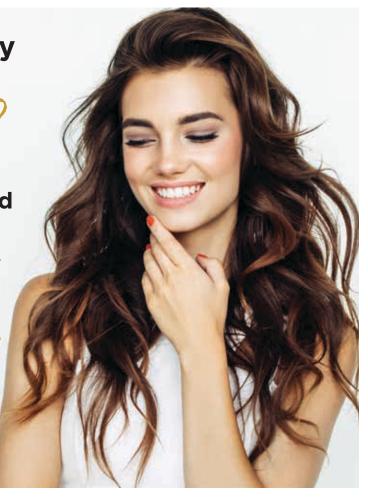
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HAPPY HOUR!

















We want to give a huge shout out to those who were able to join us for our June Happy Hour, celebrating our May and June magazine features. To all the agents for letting us share your stories — Michael Galli, Julie Wyss, Awne Elrabadi, Joseph Karakas, and Jennie Lok. Our amazing partner spotlights — Freemodel and C Sharp Video Productions. Also a huge thank you to our partners who showed up and continually support us. We are so grateful for this community. Here's to you, Silicon Valley!



Travis Soula CONTE

Approaching Real Estate with Integrity, Faith, & Service

Travis and Soula's journey in real estate is a testament to the power of dedication, collaboration, and a commitment to exceptional client service. Both hailing from different backgrounds, their paths converged at Notre Dame, where they laid the foundation for their life together and a career built on integrity and excellence.

Travis, a San Carlos native, and Soula, originally from Wisconsin, found their passion for real estate early on. Travis got his start in the industry while in high school, hosting open houses and immersing himself in the intricacies of property transactions. He met Soula at Notre Dame, who was studying biology and biochemistry, but worked as an assistant for a small boutique broker during her freshman year.

Upon graduating, Travis joined Berkshire
Hathaway, where he had the opportunity to
work closely with industry leaders and refine his
approach to real estate. Meanwhile, Soula's journey led her through roles managing successful
teams and honing her skills in interior design,
enriching their combined expertise. Although
they'd previously worked separately, once Travis
and Soula got married they decided to work and
grow their business together.





"Joining forces was a huge step in our business, personally, and professionally. What works is that we each have clearly defined roles. It was hard at first trying to figure out the flow of work and regular life. But we've been very intentional about setting work time where we discuss work. I think being intentional about our schedules and on the same page in terms of business has been great." – Soula

Their partnership is centered on recognizing the value of personalized service and long-term relationships over transactions. Above all else, they prioritize client trust and satisfaction. Operating as a duo with no intentions of expanding their team, Travis and Soula have streamlined their operations to maintain a high standard of service.

They leverage their deep-rooted network and industry connections to provide comprehensive solutions, including market knowledge, interior design insights, and reliable vendor recommendations.



"One thing we do working with clients is to try not to be short-term as a REALTOR®, but a long-term advisor. We help clients map out financial goals, trust attorneys, and set their families up for generational success. Sometimes pushing clients to wait and grow their wealth in different ways. Being a long-term advisor helps clients to fully trust us." – Travis

Their success is not limited to professional accolades but is deeply intertwined with their personal values.

"We try to do everything based on our faith. We want to serve people and give them the right info as we would want ourselves. We are Christian and we really cherish and value our relationships and serving each other wholeheartedly."



We try to do everything based on our faith. We want to serve people and give them the right info as we would want ourselves.

Their Christian values drive their commitment to serving others wholeheartedly, ensuring every client receives the same level of care and attention.

"Clients have grown to expect a level of service from us because we provide such a high level of service. Keeping it just Travis and I means we can give each client the same level of attention, detail, service, and professionalism because we're not transactional." – Soula

Travis and Soula's long-term philosophy underscores their approach to every client interaction, where the goal is not merely to close deals but to empower clients to achieve generational wealth and success.

committed to their current business model, emphasizing their consistency and reliability of service in favor of trying to expand into a larger team. Meanwhile, Soula is building up her interior design business to complement their real estat

Looking ahead, Travis and Soula remain

a larger team. Meanwhile, Soula is building up her interior design business to complement their real estate services, offering clients a holistic approach to home buying and remodeling.

"We're a well-oiled machine," Soula remarks, reflecting on their meticulously planned schedules and structured approach to business and personal life. Their proactive marketing strategies and seasonal business rhythms ensure they stay ahead in a competitive market while allowing them the freedom to pursue personal passions, such as hiking, fishing, and sailing in California's scenic landscapes.

Travis and Soula's story is a testament to the enduring power of trust, service, and unwavering dedication. Their partnership and client-focused approach seamlessly combines their expertise and integrity to enrich the lives of their clients. As they continue to navigate the ever-evolving real estate landscape, Travis and Soula remain steadfast in their mission to deliver exceptional service and create lasting impacts in the lives of those they serve.





Call Pro Inspection Group

A One-Stop Shop for Inspections and Home Service

ince 2008, CalPro Inspection Group has been helping homeowners and REALTORS® ensure the safety and value of their properties. Founded by Glennen and Andrea Quyn, this family business has grown from a small operation into a trusted one-stop shop for all inspection-related needs, including pest control and home repair services. What sets CalPro apart is the dedication and hard work of the Quyn family, who have built the business on a foundation of resilience, passion, and a commitment to quality service.

Andrea and Glennen's journey was rooted in resilience. Glennen was born and raised in a small village in Sri Lanka, where he faced numerous challenges, including no electricity and running water. At 18, he moved to America with limited English and little formal education. His determination led him to pursue an aviation degree at Embry-Riddle Aeronautical University. By the time he graduated, however, he and Andrea already had two kids, Andrea was in her final semester of college, and aviation jobs were limited by the events of 9/11.

Andrea and Glennen met in 2001 while working at the same restaurant — Chevy's in Dixon. They quickly formed a strong bond based on shared values of family and hard work. "We started as friends, but weeks later we were moving in together," Andrea says, laughing.

Andrea credits much of their business success to the years they spent in hospitality, serving and bartending, as they put themselves through school. "Customer service is second nature to us. We get joy out of it," Andrea explains.

"We believe in finding ways to say yes to our clients," Andrea continues. "We listen to their needs and constantly look for ways to expand our services to meet those demands." This dedication

has made CalPro Inspection Group the highest Google-rated pest control and inspection company in Northern California.

Andrea was studying business at Sacramento State University and had plans to start a big corporate career as a business consultant when she had a surprise third pregnancy in her last semester of college. Glennen was just getting into the home inspection industry under the encouragement of their neighbor and mentor, a church pastor who did inspections part-time.



"We had no idea we were going to blow it up into a business," Andrea shares. "It was meant to be lowkey, to relieve him from bartending nights and weekends, to have more time with the family. We just started making goals, hitting them, and it just grew."

As Glennen began meeting and working with more REALTORS®, he encouraged Andrea to get her real estate license. So, she did. "I didn't know what I was getting into at all, just knew we needed to do something to feed the kids," she says.

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Andrea worked as a solo agent for eight years before joining CalPro Inspection Group. "At that point, he had grown it into a team of four because he was so busy. It wasn't intentional; it was truly because he was too busy. So, the cool thing was that I came in and was able to relieve him of a lot of stuff he didn't enjoy doing as much," she says.

Andrea's experience as a REALTOR® gives her unique insights into what REALTORS® need, enhancing

CalPro's ability to serve their clients and referral partners effectively.

A true dynamic duo, Glennen and Andrea complement each other in the perfect ways. "Glennen is a true visionary," Andrea says. "He has such a massive vision, it's scary, and he can do anything, figure anything out. I am a doer. I am very strategic and map everything out and do it. Without his vision, I wouldn't know what to achieve, and without my

doing, he'd have a hard time getting it done."

With an ardent belief in constant growth, their vision for the future is to be the only call a person needs to make for all things home service before and after move in — whether you need a buyer home inspection, pre-listing inspection, new construction inspection, termite treatment or repair, ongoing pest control, mold

tions, thermal imaging, pool and spa inspections, or just general home repairs, they want to be your go-to. "We want to max out our potential, which we may never reach, but it's exciting to go after it," Andrea says. "We just want to keep growing and see what's possible."

Despite their already massive growth, Glennen and Andrea maintain a personal touch with their clients. They give out their personal cell phone numbers, making themselves available for any questions or concerns. This accessibility assures their clients that they are in good hands.

testing, sewer camera inspec-

Outside of their professional lives, Glennen and Andrea are deeply involved in their community and family life. Glennen, an avid surfer, enjoys spending time landscaping and gardening, while Andrea loves gardening, and they both enjoy traveling and going on adventures with their children, Sienna, Brayden, and Evan.

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>>> cover story

MARIANA

FINDING

BALANCE

By Zachary Cohen Photos and Cover Photo by Olha Melokhina Photography In 2021, Mariana Pappalardo found herself at a crossroads. Over the two years prior, her business had exploded, taking her into the upper echelon of REALTORS® on a national level. As her team grew, her sales volume increased from \$80 million in 2019 to \$177 million in 2021.

And yet, something was missing. Mariana vividly remembers being in Sweden with her family when she went under contract on three homes for over \$15 million. Always responsible and present for her clients, Mariana did what she thought was the right thing to do: she hopped on a plane to help close the deals. Meanwhile, her kids stayed with her then-husband while visiting her parents in Sweden. This decision was rooted in a desire for integrity, but it didn't sit well with Mariana.

"I remember going back to my house in Woodside thinking I was the biggest loser in the world," Mariana admits.

Around the same time, Mariana began taking regular trips to her beach house in Marin County to connect with nature. She would get in the car and drive to the beach, where she had no cell service, to watch the waves, seals, and stingrays. It became her refuge.

"I would go to the beach, then come back down and slay dragons in real estate," Mariana continues. "The juxtaposition of having both worlds made me realize I had to be more intentional about the business."

While the numbers presented a success story, Mariana struggled with balance. With three kids at home, she was still working 75-hour weeks. Something had to change.

What has happened since has been a beautiful movement toward more alignment and balance. Mariana took the lessons seriously, applied them to her business, and reshaped her business to be more sustainable.

"If you want to last in this business," she says, "you have to find balance."

"My family got left on the back burner. I took nine days off, including Saturdays and Sundays, in 2021, and I had a spiritual







IF YOU
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awakening. As much as it was fantastic that I was such a rising star and catapulted into being in the sphere of top producers, I realized that's not what everything is about. You have to have both. You can have a family life and personal time and still run a great business."

The turn in Mariana's career has brought many blessings. She's reclaimed time with her three sons, who are now 17, 16, and 11. She downsized her team and got more intentional about the business she took on. She began to focus on what really matters.

"The power of saying no and creating boundaries has been what my last few years have been about. But I'm not forgetting my revenue. I'm still running a strong business," Mariana shares.

Indeed, she closed an impressive 41 homes for \$101 million in 2023. She's also expanded her new construction market share. She went under contract on Thomas James Homes's first Bay Area acquisition in 2018, and, over the ensuing years, has further developed her new construction niche. Mariana has also created more time for mentorship and enjoyment in business.

"My passion is mentoring women and doing so by helping my team members become a success. I have taken agents from four to twenty-seven million in one year after joining my team... Making a difference in someone's growth curve as an agent gives me a lot of joy and fulfillment," Mariana says. "We have a multicultural team with super cool diversity. We're having a lot of fun. Team culture is everything,

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MY PASSION IS MENTORING WOMEN AND DOING SO BY HELPING MY TEAM MEMBERS BECOME A SUCCESS.

and having fun while working together is an amazing gift. We're all about empowering women. I'm super proud of my rockstar team members Heather Morch, Aleksandra Cybulska, Wendy Feng, and my fierce assistant, Anita Petit."

As Mariana looks ahead, she's transitioning back into growth mode, but this time, it won't be at the expense of her personal life. She's committed to running a sustainable business that allows her to enjoy life rather than just racing along on the hamster wheel.

"It is possible to have balance and still grow your team and business," Mariana reminds us. "It's all in the mindset and how you choose to use your time... Everything I do is authentic, organic, and intentional."















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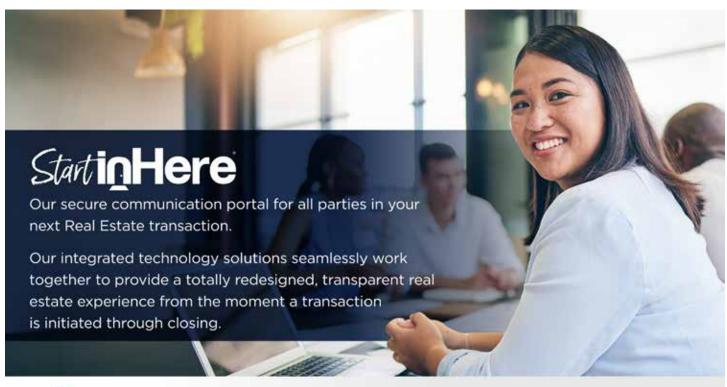










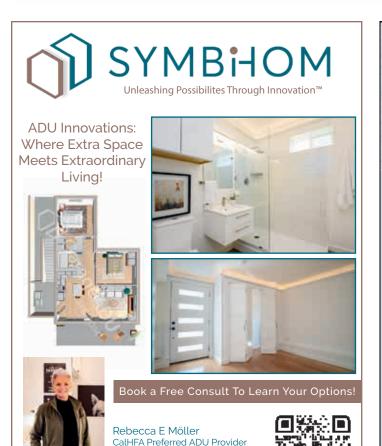




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