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# MEET THE DUPAGE REAL PRODUCERS TEAM



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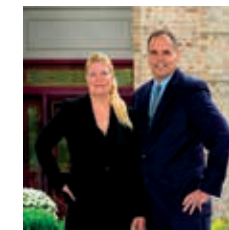
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# SANG HAN

## REAL ESTATE IS ALWAYS IN FASHION

You wouldn't think a degree in fashion would lead to an MBA. Or that an experienced manager of retail brands would end up in real estate. But that is Sang Han's story.

Sang was born in Seoul, South Korea, in a family of four, including an industrious and energetic father. His father owned and ran a high-end landscaping company that developed

intricate designs for government projects, luxury high-rises, and even subway stations. When Seoul became a sister city of Berlin, his father traveled to Germany and brought back pieces of the demolished Berlin Wall. He led a project to build a memorial park around the wall sections, which still stands in Seoul today.

Growing up in this environment gave Sang the drive to dream big and pursue

those dreams. Sang attended high school in South Korea and went on to graduate with a fashion design degree from the Fashion Institute of Technology in New York City.

"After graduating, I worked as a marketer for a toy company for four years," says Sang. "I realized this was a career path for me so I decided to get an MBA from Ohio State





University. During that time, I earned an internship at Sears, then moved to the Chicago area to work as the brand manager for Kenmore.”

Eventually, his responsibilities grew to also oversee the Craftsman and DieHard brands, running a marketing budget of over \$20 Million. While still managing these brands, he earned his real estate license to renovate and flip homes for extra income. His friends would occasionally ask him to help them buy and sell their houses, which gave him a taste of the REALTOR® life.

Sang’s next opportunity came as a senior marketer for one of the biggest chemical companies in the world, Ecolab Nalco Water. After about a year, he realized that wasn’t the best fit, as he increasingly considered making his side business his new career. “By that time I was tired of working for other people,” says Sang. “So, I decided to become a full-time REALTOR® while also managing my investment properties.”

The transition was less than smooth, but his inner determination pushed him forward. “The first couple of months were not as successful as I expected,” he remembers. “I started from scratch, without a lot of connections in Chicagoland. My network was entirely from previous jobs or church, so I was starting from the ground floor and had to learn how to build my business on the fly.”

Leaning on his project management skills and marketing expertise, Sang has now established himself as a thriving agent. Based out of the Platinum Partners REALTORS® office in Downers Grove, Sang is known for his consistent prospecting skills, grit, and customer-first approach. His multilingual abilities, he speaks Korean and Japanese, is also an advantage for Chicagoland’s diverse clientele.

When Sang is not managing his real estate businesses, he is active in many community organizations. A family go-to is Feed My Starving Children, where his kids, Arden, 14, and Claire, 9, regularly help pack meals. The importance of giving back to those less

“

YOU HAVE TO ADJUST YOUR PLAN AND KEEP PUSHING FORWARD. THINK OF THIS TIME AS A NEW STARTING POINT FOR THE INDUSTRY..

”

fortunate is a principle Sang learned at a young age and one he hopes to instill in his kids. During his youth, he would often volunteer at local charities to help wash and feed disabled individuals.

Sang also enjoys spending time with his wife, Chloe, and going on trips with their children. From visiting downtown Chicago to traveling to Spain, The UK, Colorado, and Japan, the Hans have seen it all. “I’ve always been known as a ‘family guy,’” says Sang. “We don’t have a lot of family members in Chicago, so we like to do something every weekend together or go on big adventures.”

Even though Sang has traveled the world, he’s found his home in DuPage County. As he looks forward, his mindset is to persevere. It’s an attitude he tries to share with his fellow REALTORS® whenever he can.

“You have to adjust your plan and keep pushing forward,” he says. “Think of this time as a new starting point for the industry and begin planning for next year.”



The Han Family on the Upper Rock at Gibraltar, United Kingdom. Left to right: Chloe Noh, Clair, Arden, and Sang.



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# THE KATRIS LAW GROUP

## FAMILY DUO WORKS HARD IN BUSINESS AND COMMUNITY

“My dad used to work 20 hours a day. My mother would say we barely even saw him when I was first born,” says Themis Katris, co-founder of real estate firm Katris Law. “That’s where we developed our work ethic and determination to grow our family law firm.”

Themis and sister-partner, Viki, grew up in Westchester with four other siblings. Their parents married young, at ages 16 and 20, and immigrated to the U.S. from Greece. The Katrises’ father first worked as a dishwasher in the Chicagoland area before starting his own fast food restaurant with

his brother and brother-in-law. Over time, the family grew their restaurant business to six locations while also investing in real estate properties. “Through hard work and perseverance, they’ve built a good life for themselves and our family,” reflects Themis. “It’s easy to be inspired by that story.”



Themis, Dimitri and Sophia having fun in the backyard.



Viki and Niko enjoying time at home together.



An interest in real estate law sparked from their father's property purchases. Themis attended the University of Illinois at Chicago. After college and internships focused on real estate law, Viki earned an MBA from Dominican University and graduated from John Marshall Law School. Following jobs at various firms, Viki started her own office in Oak Brook in 2016. Themis worked at a real estate law firm in Hinsdale and then partnered up with his sister in 2019 in an Elmhurst office.

"Themis and I were the youngest kids in the family so we were always very close," says Viki. "We played a lot of team sports together. We even rented the same house during law school. So it just made sense for us to form a firm together. We both have our own strengths and complement each other well," she explains. "I'm more big picture, and Themis is more day-to-day details."

The firm focuses solely on real estate, making them experts on closing processes for residential and commercial transactions. They take pride in their extensive communica-

tion with sellers, buyers, and REALTORS® throughout each contract process. Clients have appreciated this and Themis was even selected as a "Super Lawyers Rising Star" in 2020.

"In real estate, you have to be great at communicating and giving updates to clients and REALTORS®," says Themis. "We keep everyone involved and constantly share updates. That's why we have over 150 positive reviews on Google."

"Our clients and partners all get our cell phone numbers so they can text or call to hear back from us right away," adds Viki. "It shows just how much we love what we do and how we care for our customers."

Coming from a close-knit, large family, it's not surprising they enjoy spending free time with their own families. Viki likes to travel with her husband, Niko. They enjoy experiencing different cultures, sightseeing, and sampling local food. They've been to Costa Rica, Portugal, Italy, Spain, Mexico, and all over the U.S. Over the past few months, they've taken road trips with their adorable pug,

Janet, and are currently planning their next big trip once it is safe to travel abroad again.

Themis and his wife Sophia have been together for 10 years and married for the last three years. They have a 2-year-old son, Dimitri, who they love spending time with every chance they get. They love to go to the zoo and take day trips downtown where they try the different cuisines. They also love taking trips to Clearwater Beach, where his parents have a home. Themis enjoys playing basketball and golf, especially with friends and colleagues.

An engaged community member, Katris Law is an active supporter of GiGi's Playhouse in Hoffman Estates, a programming center for children and adults with Down syndrome, a cause that hits close to home. "Our sister has Down syndrome, so GiGi's is very important to us," says Viki. "They don't require participating families to pay for their programs and services, including exercise, dancing, the 'Hugs and Mugs' coffee shop, reading, math, and even speech classes." "Every event we've hosted

through the firm has raised funds for GiGi's Playhouse," adds Themis. "We had a casino night, broker appreciation nights, and have made donations from the firm's profits."

The group has also supported cancer charities and charities against women's domestic violence. They are also a part of the Women's Council of REALTORS® West Suburban Chapter, Real Estate to the Rescue animal rescue, and the Hellenic Bar Association, among other organizations.

Themis and Viki are approaching the future with thankful optimism. "There's always a rainbow after the storm," says Viki. "I think we are going to have an amazingly strong end to the year on top of the summer momentum!"

"The current environment helps us better appreciate everybody we work with, especially our REALTOR® friends for referring business," adds Themis. "Without them, we wouldn't be where we are today. They are our number one supporters, and we are their number one fans."

“

THERE'S ALWAYS A RAINBOW AFTER THE STORM. I THINK WE ARE GOING TO HAVE AN AMAZINGLY STRONG END TO THE YEAR ON TOP OF THE SUMMER MOMENTUM!

-VIKI KATRIS

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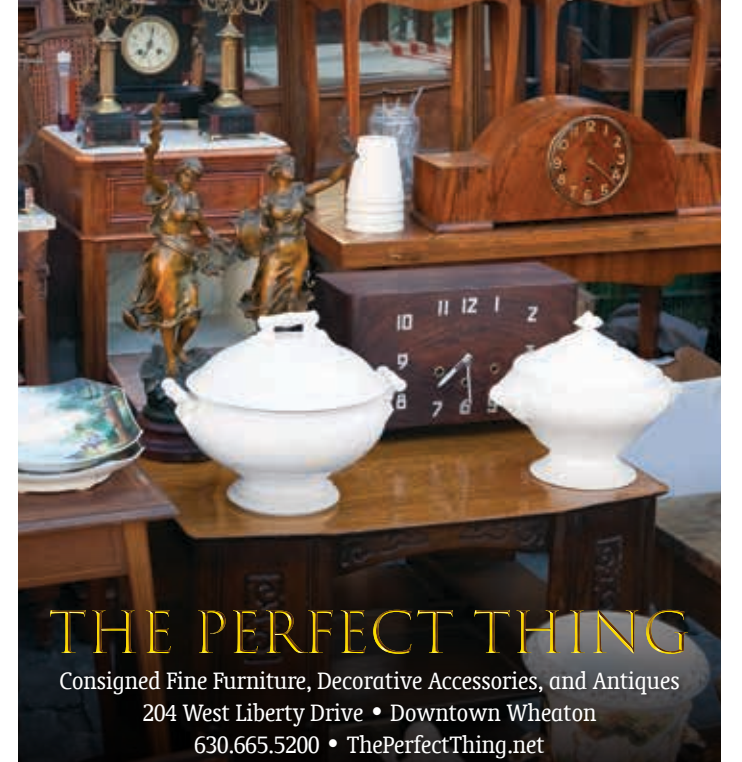


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# MIKE MUISENGA

BERKSHIRE  
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# Prairie Path, REALTORS

## PERENNIAL POWERHOUSE Continues SUCCESSFUL FAMILY LEGACY IN ELMHURST

“As the oldest of five kids, it was no surprise that we all ended up in the real estate business,” says REALTOR® Mike Muisenga. “Although a career in real estate wasn’t what I set out to do, having grown up around it so much, it was a natural fit.”

During Mike’s initial career in sales and management that spanned over a decade, real estate was always in the back of his mind thanks to a family of industry trailblazers. Mike’s

father opened one of the first privately-owned and operated Prudential franchises in 1988. In 2014, he seized the opportunity to convert his brand to Berkshire Hathaway HomeServices, a company that leverages a reputation of trust, integrity, and financial strength. All of his children eventually followed his legacy to become real estate professionals.

Mike attended Illinois State University and earned a bachelor’s degree in

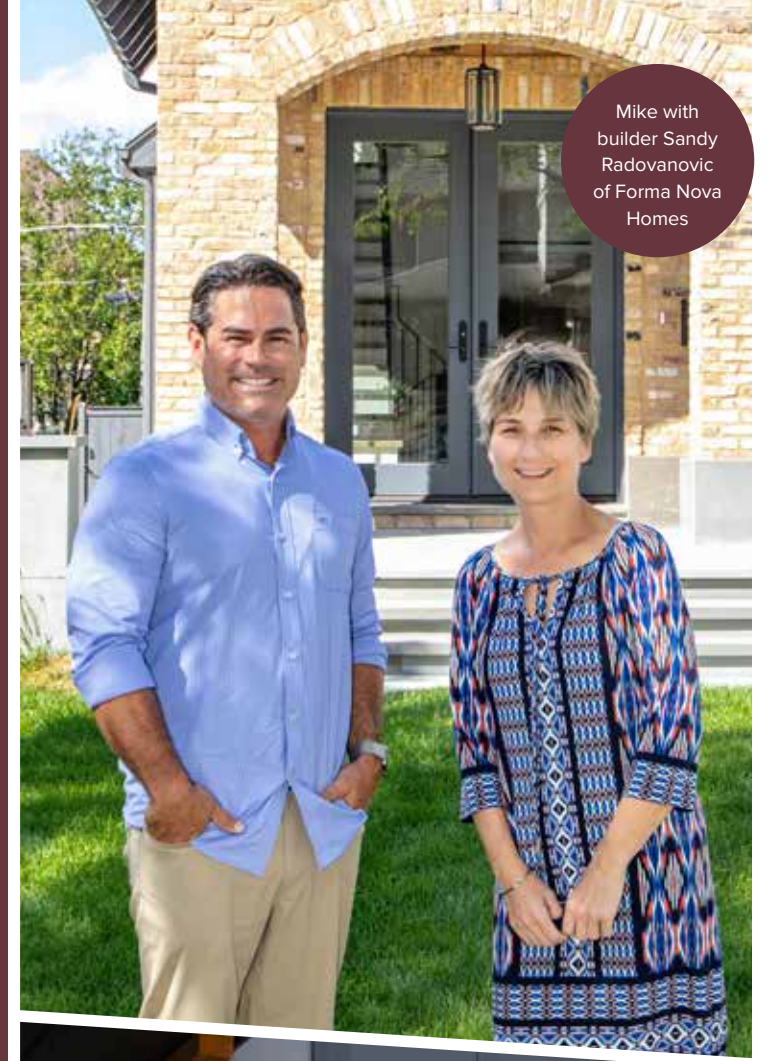
International Business. After graduation, he admits he wasn’t sure what his future would entail. He joined Enterprise Rent-A-Car because of its successful practices, culture, and customer-focused business model. “I didn’t really envision it to be a long-term career, but learned invaluable life and business lessons that laid the groundwork for a transition into real estate,” he explains. “I was attracted to the way their highly successful family business paralleled my own ...



Reviewing plans with builder Bob Cler of Wise Investment Builders



Mike and Shelley at the beach with the boys



Mike with builder Sandy Radovanovic of Forma Nova Homes

...

life experience growing up around my father's business."

Over the years, Mike moved up the corporate ladder and ended up in Southern California as a regional sales manager, responsible for sales and customer support teams. When the Great Recession hit the U.S. in 2008, Mike began to reconsider his future.

"I kind of had a light bulb moment," he reflects. "I was thousands of miles away from family. We had just had our first son, so I started talking with my father about doing something else. He encouraged me to use my experience and dive into real estate. Having him as a mentor and confidant made my transition so much easier. It was like starting to

learn how to golf with Tiger Woods as your coach," he says with a smile.

Because of the depressed market at the time, Mike's real estate initiation began when short sales, foreclosures, and other challenging circumstances were the norm. As the market recovered, Mike was ready to grow with it, achieving results almost immediately. Now, a decade later, Mike has grown his business more than 20% from each year to the next. For several years running, he has been among the top-producing single agents in Elmhurst, out-producing most area teams.

Mike has demonstrated the ability to outperform area real estate teams, single-handedly

putting out volume that competes with some of Elmhurst's top groups. "I like to think of myself as a single tennis player taking on doubles."

With his background in customer service, technology, and with natural competitive determination, he has always felt it most important to implement a client-first business model. Growing up around a family business also instilled a strong work ethic. Partnered with an emphasis on availability, they combine to help make him one of DuPage County's top producers. Nationally, Mike is in the top 1% of the Berkshire Hathaway HomeServices' 50,000+ agent network, achieving Chairman's Circle Platinum status the last two years. In 2017 he was awarded

Legend status, a distinction that demonstrates his consistent results year after year.

"Even if I'm on vacation, I am always answering the phone, returning emails and texts, following up on transactions in process," says Mike. "I take pride in always being available and responsive to clients whenever and wherever I am."

In addition to managing his successful real estate business, Mike is actively involved in his three sons' activities. Matthew, 10, Ryan, 9, and Dylan, 5, are involved in a broad range of sports, including baseball, football, basketball, soccer, hockey, and lacrosse. Mike coaches several sports teams so he can spend as much time with his sons as possible.

“

**THE MAJOR LIFE CHANGES WE EXPERIENCED IN 2020 WILL DEFINITELY IMPACT REAL ESTATE AND OUR ROLES AS REALTORS. UNDERSTANDING A BUYER OR SELLER'S NEW SITUATIONS, BOTH AT HOME AND WORK, IS PARAMOUNT IN US BEING ABLE TO OFFER THE BEST ADVICE AND SERVICE.**

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“It’s a year-round, busy schedule,” he says. “On top of the real estate being 24/7, it certainly makes for long days. But they are ultimately very fulfilling and make those commitments to clients and family worthwhile.”

“I’m proud of my family. We are always there to support each other whether we are in a bind or need to cover for each other when spending time with our wives and children,” says Mike. “They are all really successful and operate individually, but we back each other up as most teams would. We all grew up in town and have our own books of business and spheres of influence which make it easy to operate successfully as individual agents versus one big team.”

Having lived most of his life in Elmhurst, with a deep knowledge of every neighborhood, his expertise in the local market shines with first-time clients. “While driving around town with buyers, I’m able to point out what each house has sold for over the years as well as neighborhood and overall market trends,” says Mike. “It gives new clients instant comfort and trust in my skills as a local expert and community advocate. This also gives them confidence to move forward when the right home comes along.”

That advocacy extends to his support in local business associations, such as the Elmhurst Chamber of Commerce, the Spring Road Business Association, and involvement in city events and new developments. He regularly attends city council meetings and has been a go-to local resource for commercial real estate support. Over the years, Mike has handled large, complex commercial listings in town including apartment buildings, car dealerships, office buildings, and is currently working on a new multi-family development in Elmhurst.

Mike also specializes in new construction, exclusively representing several of the top custom builders in Elmhurst. Many prospective Chicago residents and agents seek out Mike for his market knowledge. He has become an energetic recruiter for families exploring the advantages of suburban living. It’s a trend he sees continuing in the years to come.

“I’m called by many city agents for my experience and connection to new construction and the builder community in Elmhurst,” says Mike. “We are seeing a growing movement of people from Chicago looking for new construction along with the benefits of what Elmhurst provides. It’s a great destination for young families that want to settle and raise their families in the suburbs.”

When asked about the road ahead and the rest of his 2020, Mike remains very positive. “It will be a year none of us will forget, that’s for sure,” he says. “We have all had our struggles and had to be nimble and creative to continue to be successful and productive as REALTORS®.” Changes in “new norms” may influence how the market changes. Working from home permanently, remote schooling, and shifting home space priorities are just some of the impacts Mike sees transforming real estate now and in the future.

“The major life changes we experienced in 2020 will definitely impact real estate and our roles as REALTORS®,” Mike explains. “Understanding a buyer or seller’s new situations, both at home and work, is paramount in us being able to offer the best advice and service.”

In the future, Mike plans on taking additional roles to recruit new agents and keep his company at the forefront of the ever-changing real estate industry. Mike envisions successfully passing on the torch for his family business.

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# LISA STOVER



“

“Not everyone loves what they do, but I am definitely one that does, no matter the state of the real estate market.”

## CONJURING ACTS OF MAGIC FOR TRANSITIONING SENIORS



Lisa and Jim relaxing at home with their miniature Dachshunds Rudy and FrankE.

Life experience often uncovers an unmet need or opportunity for better service. That was certainly the case when Lisa Stover moved her mother, suffering from dementia, from her family home into a senior living community. Since that stressful process, Lisa has used her combination of experience and skills to help others through similar transitions.

In 2019 alone, her company, Presto Real Estate Services, aided 260 senior transitions and sold 53 homes. And like many in real estate, her route here was far from direct.

Originally from Connecticut, Lisa worked as a catering and wedding coordinator in California for several years before her husband's job trans-

ferred them to Illinois. After six years as a personal trainer and group fitness instructor, she decided to try real estate to give her more flexibility with her growing family. "I didn't see myself as a salesperson, but my husband kept urging me and telling me I'd be great," says Lisa. "Our kids were growing up and real estate gave me flexibility and resources to help with college tuition. As luck, or fate, would have it, she launched her REALTOR® career right before the real estate dip in the early-2000s. Since the housing market was difficult, Lisa cut her teeth working with expired listings, grinding out sales until the industry turned around."

"That first year I only sold a few homes," says Lisa. "But with plenty of determination and hard work I was able

to expand my business quickly." During her 11-year tenure at RE/MAX she developed a strong understanding of home sellers' emotions and concerns, and how to navigate them. That created the foundation of her service approach.

It was during this time that Lisa's mother was diagnosed with Alzheimer's disease. A few years later, Lisa realized it was not safe for her mother to continue to live in their home. Lisa took the lead during the complex and emotional process of relocating her to an assisted living community. Soon after, Lisa was given the opportunity to assist in a similar move of a senior-aged man with dementia. Like her own mother, his condition had made it impossible to live on his own or with family. Since his children lived out of

...





At the office with Presto's Director of Operations Sharon Skinner.

state, the move required Lisa to be more involved with his house sale and rehoming logistics. The combination of these two experiences triggered the idea for a new service focused on supporting seniors' moves.

Initially called The Finishing Touch, the companion service leaned on Lisa's personal strengths to ease the stress and strain on families navigating a sale and move for their parents. In 2015, she left RE/MAX to establish The Finishing Touch as a stand-alone brokerage. "I left RE/MAX because I didn't feel I could effectively market my services under the name and wanted to make a bigger difference," explains Lisa. "I know selling a home and transitioning to a new and smaller space is a cumbersome process, and I wanted to help people through that tough time. It gives me a good feeling when we make a difference in others' lives."

A few years later, she found the perfect name for her magical venture. "After managing the business for three years, clients kept urging me to find a name that captured how my service performed what seemed like acts of magic for seniors and their families during their transitions," says Lisa. "The word 'Presto' came to me, and I officially renamed the company in 2019."



Lisa with her Mom, Elsie Edwards Sottile

Presto's unique focus makes them a valuable, active client advocate during a complicated life event. The company extends their impact as a member of the National Association of Senior Move Managers,

and every team member is a trained Senior Real Estate Specialist, concentrating on that clientele. Lisa's eventual goal is to grow Presto into a nationwide franchise to expand her services and expertise to more families.

Some of Lisa's many community involvements include serving on the board of Association of Senior Service Providers and Senior Home Sharing of DuPage, which offers alternative housing for seniors. She serves on the board of the Naperville TRIAD, a partnership of Law Enforcement, Senior Citizens, and Senior Service Providers. Lisa also speaks to many groups to offer education and enrichment to local independent seniors.

When not managing her business, Lisa enjoys stealing away to visit the coast of Maine. She has three grown

children, all boys. Her oldest, Matthew, and her grandson live in Seattle. Son Danny is in Brooklyn, and the youngest, Jack, is located in Missouri. Her husband, Jim, imports wine, so it is no surprise that she also loves to entertain and sip a bit with friends. She has two miniature Dachshunds, Rudy and FrankE, who also occupy a lot of her attention.

As Lisa looks forward, she reflects on the distressed market at the time of her career beginnings. Those original lessons of personal service, professional flexibility, and managing heightened emotions are just as applicable now as then.

"I find that my greatest asset is that I'm a problem solver," says Lisa. "I want people to feel amazing after their sale or move. Not everyone loves what they do, but I am definitely one of that does, no matter the state of the real estate market."



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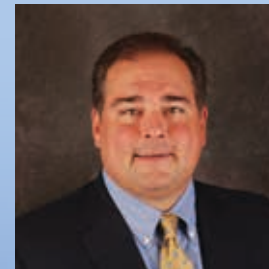
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