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**Mike Maletich**  
Owner  
412-606-9954  
mike.maletich@n2co.com



**Erika Soto**  
Publisher  
602-769-3039  
erika.soto@n2co.com



**Kendra Woodward**  
Writer



**Mitzie Maletich**  
Photo Shoot & Promo  
Coordinator



**Michele Jerrell**  
Editor



**Gilead Hernandez**  
Photographer



**Devin Egbert**  
Photographer



**Lauren Bell**  
Ad Strategist



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# Contents



**20** Ricardo Herrera,  
TPG Paints & Stains



**24** Kenneth and  
Melinda Ortiz

## IN THIS ISSUE

- 6** Meet The Team
- 10** Preferred Partners
- 14** Cover Agent: Hai "Kim" Bigelow
- 20** Partner Spotlight: Ricardo Herrera, TPG Paints and Stains
- 24** Life: Kenneth and Melinda Ortiz
- 30** Family: Jason and Annette Holmes

## 14 COVER STORY

### Hai "Kim" Bigelow

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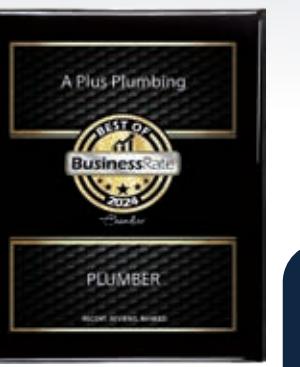
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# Hai “Kim” Bigelow

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In the quiet stillness of an Arizona morning, long before the desert heat begins to rise, Kim Bigelow is already working. Her day might start with a vision board or a workout, but by the time the sun hits full blaze, she's knee-deep in calls, showings, negotiations, and one of the other hundred moving pieces that come with being a top-producing real estate agent. Yet, real estate isn't just a job for Kim, it's a calling shaped by sacrifice, resilience, and a fierce drive she's carried since childhood.

Born in Vietnam, Kim came to the United States when she was just six years old. Her father had assisted the U.S. during the Vietnam War and when the conflict ended, the family fled the country as refugees. And while they lived in Guam for a short time after, eventually they settled in Phoenix where a network of fellow Vietnamese immigrants helped ease their transition. “We were boat people,” Kim says simply, but the weight of that phrase runs deep. Her parents had left everything behind to start over in a new country where they didn’t speak the language, didn’t have a roadmap, and didn’t know what would come next.

Growing up in that world meant early mornings and long weekends for Kim and her family. While other kids played sports or spent Saturdays with friends, Kim and her sisters were up at dawn helping their parents sell silk flowers at local swap meets. They would wake up at 6am, set up the tarp and canopies, and sell what she and her sisters had made. It wasn’t glamorous, but it gave Kim something invaluable: an early education in sales, customer service, and the grit it took to build something from nothing.

That love for sales eventually led Kim to a career in real estate, but not before a few other paths were explored. Having earned her undergraduate degree from Arizona State and later completed her Master’s at Northern Arizona University, Kim taught in education for a while. But when she had her first son in 2002, something shifted, and during her maternity leave she studied for and obtained her real estate license. She was all in!

The drive she gleaned from her childhood, coupled with her passion for sales, meant the 70-80 hour work weeks were nothing more than a means to help others obtain their own dream futures. And it’s that very mindset, equal parts fearless and unrelenting, which has carried Kim through two decades in real estate. Never one to shy away from the hustle...she embraces it.

Kim thrives in the fast pace of the real estate industry and the deep relationships it creates. For her, helping someone buy a home isn’t just about keys and contracts, it’s about stepping into someone’s story and leading them to the finish line. “It’s me helping them acquire their new

journey,” she says. It’s life-changing, and she understands how appreciative they are of her working hard to find their dream home, negotiate for them, and help them feel good throughout the process. In doing so, many of her clients become lifelong friends.

As much as she loves helping clients however, Kim is equally passionate about growing through connections and is deeply loyal to her brokerage at Redfin (where she went through four interviews before being hired!). “I couldn’t have become this successful without them,” she prides. The company’s culture of support and nationwide networking has helped her maintain a steady stream of referrals and business, fueled in large part by the trust she’s built with her clients.

Outside of work, Kim still lights up when talking about her two boys’ baseball games and their lives, even though they are no longer living under her roof. To fill the quiet peace of her home, Kim’s two chocolate labs, siblings from the same litter, keep the energy light and positive. When she’s not working, Kim carves out time for herself through fitness, wellness, and travel, also admitting she’s very naturopathic by nature, committed to health and supplements, and makes it a point to leave the country at least once a year. “I feel like we live in a bubble,” she chuckles. “Getting out, meeting new people, and learning about other cultures keeps me grounded.”

Whether it’s across the world or across the street, Kim is always looking to connect with others. Her goals are always evolving, and she’s never shy about raising the bar. “Great news! Redfin is now fueled by Rocket Mortgage, marking the start of an exciting new chapter. As we look to the future, I’m thrilled about the opportunities this merger brings to innovate, grow, and better serve our clients together,” Kim shares. As for advice she’d give someone just starting out? Kim suggests, “Put your fears aside and go for it...it’s scary. But don’t let the restrictions of the world make you doubt yourself.”

From the swap meets of Phoenix to the closing tables of Gilbert, Kim is proving that with fearless pursuit and a passion for people, anything is possible. “If you have a dream, or path, or career that you want to reach, just go for it!”



“Put your fears aside and go for it...it's scary. But don't let the restrictions of the world make you doubt yourself.”



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# RICARDO HERRERA

## TPG Paints & Stains

"When you come into the office it's not a, 'Hello how can I help you', it's always a, 'It's a good day at TPG!'...because it is!"

*At just 24 years of age, Ricardo Herrera has already made his mark in the painting and real estate industries as the proud owner of TPG Paints and Stains. A family-owned and operated business based in Phoenix and run by Phoenicians, TPG has become a trusted name in the Arizona market, offering not just impeccable painting services but a unique and refreshing client experience.*

Painting isn't just a job for Ricardo Herrera; it's a calling and a passion that started long before any thoughts of what he wanted out of a career would ever have come to fruition. "It's my first and only job I've ever had since I was 12 years old," he says with pride. This lifelong passion is what drove Ricardo to start TPG five years ago, after spending the prior seven years as a young adult, honing his craft and building a reputation within the community.

But Ricardo's journey wasn't just about perfecting his technique and client attentiveness, it was about building a company that stood out from the competition, one that treated its clients with genuine care and its employees with respect. "When hiring TPG, you're hiring our entire family — you're getting an experience on something out of the ordinary," he explains, citing how other contractors and construction companies just show up and leave without ever getting to know you...but that's how TPG operates.

TPG is truly a team like no other. They're a tight-knit family, quite literally, seeing as how Ricardo has brought on many of his own family members over the years, including his brother and a few cousins. Supporting Ricardo and their team of 15 employees, which are spread across four crews, is Edwin Muñoz, the office administrator. Edwin plays a crucial role in managing operations and marketing, while the team's bilingual capabilities ensure seamless communication for their extremely diverse clientele. "I take a lot of pride in hiring the

right people," Ricardo emphasizes, "but most importantly, it's about who a person is at heart."

Ricardo's approach to hiring and building his team is just as intentional as his care for their education and performance. "Anyone can paint a home, but you're getting an experience with us." His team members don't just show up and clock in — they are genuinely excited for the day and proud of the work they complete at each project. This energy spills over into their interactions with clients, creating an atmosphere of warmth and trust.

From the moment a client contacts TPG, the difference is clear. "We are the new generation," Ricardo says, emphasizing his team's modern approach to a traditional trade and the upbeat attitude that is engrained in their DNA. "We're always an open book and willing to help people out in any way we can." Having attended a local private high school where he honed his communication skills and spent numerous hours learning from various podcasts and YouTube videos to perfect his craft, Ricardo continues to improve his skills with each passing day.

From their on-site performance and innovative social media presence to their preference for connecting with their clients through face-time calls and Zoom meetings, TPG Paints and Stains is always looking for new ways to improve client satisfaction and to promote their passion. In essence, Ricardo wants you to feel like part of the family, because you truly do become part of their family when you use them.

Beyond the day-to-day grind and the continued education for their staff, TPG is also deeply involved within their community. Frequently partnering with schools and local REALTORS® to give back within the community, the team at TPG enjoy participating in auction opportunities that allow them to help families in need. Whether they are helping paint a single room or an entire house, Ricardo is ready and waiting with the supplies...and a staff that's proud to volunteer their time to get the job done.

At home, alongside his girlfriend (or as Ricardo comments...his soon to be wife) and their golden retriever, Ricardo is an avid outdoorsman. He enjoys riding his Can-Am side-by-side through the mountains, going to the gym with members from his team, and attending church. "I'm a family person," he says, admitting that he's perfectly content relishing in time spent with family and friends, hosting gatherings, and entertaining loved ones.

The company's slogan, "Stay Clean and Hire TPG," embodies the meticulous care and professionalism Ricardo and his team bring to every project. They take pride in staying up-to-date on

the latest painting practices and delivering results that exceed expectations. "We are a resource to anyone and everyone," Ricardo says.

As Ricardo reflects on his journey, he's grateful for the foundation he's built and is excited for what's ahead. With a reputation for excellence and a deep connection to the community, TPG Paints and Stains is building more than a business - it's creating a movement.

"Join the movement!"

**"We're always an open book and willing to help people out in any way we can."**



# Kenneth & Melinda



# Ortiz

A career in real estate wasn't an overnight success for Kenneth and Melinda Ortiz, it was a gradual progression and love that they both discovered when their initial career paths veered and were no longer aligning with their interests and beliefs.

Kenneth jokes that he technically is-but-isn't an Arizona-native as he was born in Mesa (on National Ice Cream Day), but spent his childhood in Albuquerque, New Mexico. While he may have only spent his first two days on this planet as an Arizonian after promptly being moved to an entirely new area, he jokes that he's also not quite a New Mexican either. But whatever he is, it's taught him to embrace change with ease and that adaptability has become a theme throughout his life, leading him from a 23-year career in IT to a thriving real estate career.

With God leading him, Kenneth initially chose to enter the path towards further education by attending college, but quickly realized it wasn't the right fit for him. He wanted a career that would allow him to express his love for others, so he quickly changed course and jumped into a career in IT. While working as a tech support for clients like Inuit, Quickbooks, and TurboTax, Kenneth spent 23 years working his way up the corporate ladder through various iterations of new locations and new bosses.

Years later when his division at Motorola started winding down, he realized it was time for something new and that's when real estate came to the forefront. "It was trial by fire and the first six months went by slowly," he admits of the long hours he spent knocking on doors and hosting open

houses. But the moment that first client came along, everything shifted, and before he knew it Kenneth was surpassing his old IT salary...and by year two, he had doubled it. The momentum was undeniable, and it wasn't long before his wife, Melinda, decided to take the leap with him.

Melinda's path to real estate was similar to that of Kenneth's in which she had a very successful career prior, yet as it ran its course, she realized more and more that it no longer fit her aspirations and goals. Raised by a hardworking single mother, Melinda learned early on the value of independence and resilience. After earning a degree in Marketing from Weber State University, she traveled the world — including a six-month stint in China — and eventually found herself back in Arizona working in the semiconductor industry.

WRITTEN BY KENDRA WOODWARD

PHOTOGRAPHY BY GILEAD HERNANDEZ, GRAFOBOX MEDIA

PHOTOGRAPHED AT SEVILLE COUNTRY CLUB



The day the company laid her off and tried to rehire her into a different position, the process and circumstances weren't sitting well with Melinda. So, she took it as a sign that it was time to place her energy into something new... it was time for her and Kenneth to bet on themselves.

Together, after Melinda joined Kenneth in 2019, they immediately began building — they started hiring agents, growing their team, and focusing on systems and processes to improve and replicate a positive client experience. The CARE Team, which stands for Citizens Agent Real Estate, was developed as a business that focused on guiding clients through one of the biggest decisions of their lives...with care, patience, joy, and education. That's why their tagline, "Guiding You Home," means so much.

"You never know what someone's situation is and understanding their plan will help them in the future. It also helps them map out their future, future goals that they may not have considered," Melinda says. "Teaching them that their new property is an investment and helping them align their goals and create a better future for them is important." But their approach isn't entirely rooted in creating a positive experience for their clientele, it's also focused on mentoring young agents so that they can gain the knowledge they need to branch out on their own.

Beyond mentorship and guiding clients, building a business together as a husband-and-wife team came with its own set of challenges. "Working with your spouse offers up a unique opportunity," Kenneth laughs as he recalls when they realized that spending 24 hours a day together required a new level of communication. This prompted them to invest in a real estate coach early on, who Kenneth jokes ended up also doubling as a marriage counselor. The transition taught them more than just how to network and farm, it taught them to better understand one another and how to implement their core values, while also providing them with the tools for growth and future success.

**"You never know what someone's situation is and understanding their plan will help them in the future. It also helps them map out their future, future goals that they may not have considered."**

With each passing day the Ortiz's lead with faith as the foundation of their business...and their lives. They believe in doing right by others, leading with integrity, and surrounding themselves with clients and agents who align with their values. "God, Family, and Community are our top focus," Melinda prides of a philosophy that extends well beyond their business. Active in charities like House of Refuge, Jacob's Mission, and Sunshine Acres, running food drives and lending a hand wherever they can, the couple has committed to serving projects that directly impact their local community.



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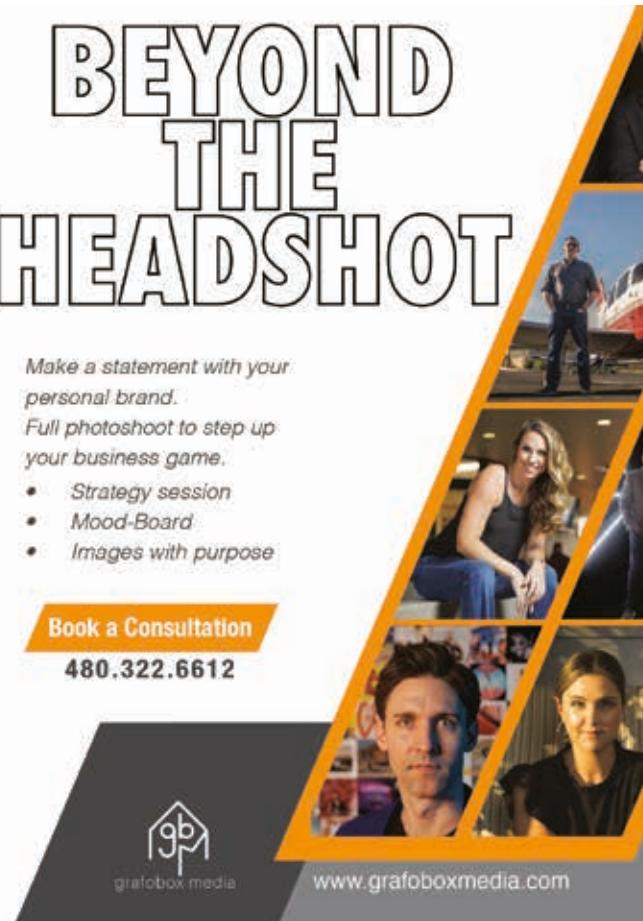
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At home, life with three kids — Shea, Grayden, and Paxton — keeps the family busy with soccer, football, and jiu-jitsu. Family game nights are a staple in the Ortiz household, though some of the more intricate board games are reserved for "boys-only" nights. Lately, they've been trying out roller hockey and disc golf with the kids, as the family is always up for a new adventure. Dash, their ever-friendly dog, greets everyone who walks through their door, making it clear that the Ortiz home is always open to friends and family.

Looking ahead, Kenneth and Melinda have big plans. They're focused on strengthening their presence in Seville, continuing to serve their community, and helping their clients build multi-generational wealth through smart real estate decisions. They're also hoping to take their kids on an international adventure, maybe Mexico, Europe, or Thailand, but until then the couple enjoys working out and playing pickleball at their country club.

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# Jason and Annette Holmes

WRITTEN BY KENDRA WOODWARD

PHOTOGRAPHY BY GILEAD HERNANDEZ,  
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*Before they were the Holmes Team, before the new brokerage, technology, and YouTube plans were ever in sight, before the design company, dinner parties, and loyal following of clients-turned-friends... Jason and Annette Holmes were just seeking creative ways to find time together. He was a full-time attorney, elbows-deep in white collar crime cases and she was a full-time real estate agent, driving from showing to showing in Arizona's sweltering heat.*

*When Jason offered to chauffeur Annette to and from appointments as a means to spend more time with her, he realized how intrigued he was by the industry and they began to see a future where both their strengths merged as one. Jason laughs about it now, but admits it was the best decision he ever made. Trading courtrooms for contracts, he joined his wife in real estate and together they've built something very unique in the industry - equal parts cutting edge, personal, and a shared hustle.*

But to understand how their two personalities collided and melded so perfectly together, one must understand where they came from...and how they came together. Annette was licensed in 2010, but the groundwork for her real estate career was laid much earlier. Her life was a mosaic of cultures and moves, shaped by an Air Force upbringing that relocated her all over the world (including Germany, Denmark, Rhode Island, Oklahoma, and then back to Germany) before finally settling in Florida. She graduated high school on the Gulf Coast, married young, and moved



to New Mexico for a while before finally settling in Arizona in 1991 when California proved out of reach for her and her growing family.

After earning a degree in Education, Annette spent eight years teaching before pivoting to real estate in search of better opportunities, and instead, finding the career that she realized fit her perfectly. She was newly divorced and needed to find a path that would help her provide a suitable life for her and her two sons, so she tested the waters in real estate.

In 2003, she met Jason, who was in the Navy at the time and stationed in San Diego (Camp Pendleton). The two dated long distance for two years. While the two hit it off swimmingly, Jason's path couldn't have been more different. A Phoenix native, he grew up working for his father, a carpenter, which gave him his first taste of real estate from the construction side. After high school, he joined the Navy and served most of his military career as a Helicopter CrewChief/Rescue Swimmer, with a few years mixed in as a SWCC Operator working with the SEALs.



**STOP**



With both Jason retiring from his 14 years in the Navy and Annette leaving teaching in 2005, it was a prime time for Jason to move to Phoenix. They married in 2006. With the 2008 stock market crash, both were forced to seek new paths. While Jason was away at Law School, Annette wanted something that would better fill her time, give her purpose, and give her more control over her schedule and income. So, she decided it was time to approach real estate full-time, laughing that "It was sink or swim." She dove into real estate full time in early 2010, and while Jason was still in Law School, she was responsible for putting food on the table.

Jason graduated in 2012 and got hired on as a Maricopa County Attorney, it wasn't long before he moved into The Fraud and Identity Theft Bureau to prosecute white collar crimes. "I enjoyed it, but it was definitely tedious," he states. As his new position kept him away from home for long periods of time, Jason took any opportunity to find creative ways to spend time with Annette - one of which turned out to be the key to unlocking a brilliant career together...chauffeuring her around to her appointments and showings.

Throughout his exposure to the industry while driving around with Annette, Jason began learning the business more and more with each passing day. When work picked up for Annette, her perpetual out-loud-thinking (voicing that she needed help) simmered in Jason's brain. In 2016, she convinced him to leave his job as a Maricopa County white collar crimes Prosecutor to join her. Thus, the start of The Holmes Team!



Real estate, as it turned out, brought everything full circle for Jason. His background in the military and law - problem-solving, attention to detail, and relentless work ethic - made him a natural in the industry. "Meeting that challenge, getting to know your clients, getting through the weeds and finding out exactly what your clients need, and coming up with the most creative way to get those needs met is exciting," he prides.

Today, almost two decades later, Annette and Jason are taking their partnership in work to the next level with Serhant — a brand new brokerage in Arizona known for its innovative approach and strong tech backbone. The firm boasts over 100 support staff for 1,000 agents across the country, with Jason and Annette at the forefront pushing boundaries through social media and technology by using AI, Instagram, Facebook, and building a YouTube presence to connect more meaningfully with clients.

What makes their team even more successful is their commitment to the people they serve. A self-proclaimed social bee, Annette thrives on connections and getting to know people. She hosts a Bunco group, dinner groups, and game nights, all in various ways to stay in touch with her clients and friends. "These groups aren't about real estate," she says. "They're about staying connected." And Jason's the same way! Often the one chatting with contractors and suppliers just to learn how things work and pass that knowledge and savings on to their clients.

Their shared renovation experience - navigating designer woes and managing foremen - also sparked another business for the



Holmeses called The Holmes Concept, a sister company. Annette and Jason started to help clients visualize their homes using virtual staging and design. From simple furniture and paint upgrades to full remodel plans, they help clients reimagine their spaces with actual links to purchase items and access to Annette's curated network of local vendors. "That business grew itself through our own home renovation headaches," she explains. Which is how Jason ended up becoming project manager, bringing that insight into every client experience.

As they continue experiencing life alongside their two grown sons, their wives and new baby granddaughter and step grandson

and two German Shorthaired Pointers, Annette and Jason remain passionate about traveling, sailing, skiing, motorcycling, and their newly adopted sport...pickleball. They also support causes like Ronald McDonald House, House of Refuge, Homeward Bound, and UMOM, and try to help one of their past clients each year with scholarships for private school tuition. It's all part of their philosophy: if you treat people right, business follows.

Whether they're showing homes or staging them, negotiating deals or curating dinner groups, Jason and Annette have built a life and business that's distinctly theirs: full of purpose, grounded in service, and powered by connection.



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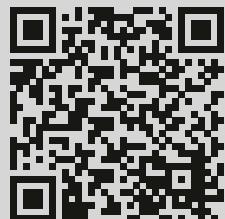
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