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PROFILES



14 New Venture Escrow



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Claudia Miceli



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Please note a correction from our February 2025 issue. In the Myssie and John McCann article, John was incorrectly identified as a real estate agent, he is not. His wife Myssie McCann is an agent, and he supports her in her endeavors with Coronado Shores Co.

Don't Miss Women Thrive in 2025!

April 15
Admiral Baker Clubhouse





If you are interested in contributing or nominating REALTORS® for certain stories, please email cathy.ginder@realproducersmag.com.

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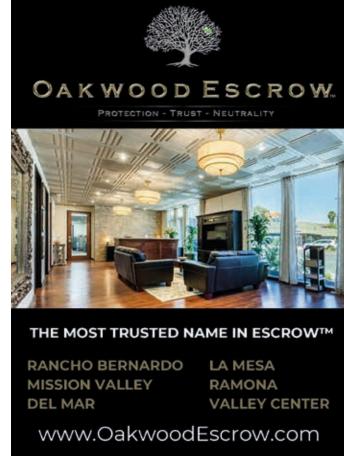
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Meet The **Team**



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Greetings!

Welcome to May, it's hard to believe we are nearly halfway through the year! This month on May 15 we will have our Spring Par Tee at the fabulous OB Surf Club, I wonder who will end up as Mini Golf Champ? With Mother's Day this month we are also celebrating moms. Our cover story," All in the Family", brings the story of Dawn Lewis and her daughter Shylia Hernandez. Both amazing real estate agents who have faced challenges, Dawn battled breast cancer and Shylia was a single mom building a career in real estate. The two knew they were stronger together, and their success shows that. For our Rising Star, we have Claudia Miceli who has

persevered through personal tragedy and counts her success to her strong family ties and love for helping clients. Our preferred partner this month is New Venture Escrow. NVE reps Tania Marks and Gaby Sevilla believe relationships are key to their business and offer more than just escrow services. Education, networking and business development are some of the additional supports they give to their agents. Happy Mother's Day to all the moms out there, enjoy this lovely month and all that it offers!

Cheers!

Cathy Ginder-Publisher

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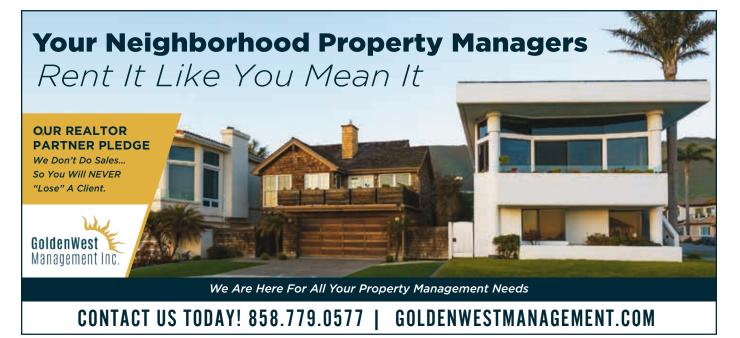




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The Power of

INTENTIONAL COMMUNICATION & APPROACH

BY MARYAM HABASHI- TRANSFORMATIONAL BUSINESS COACH

In the world of sales and leadership. success hinges on more than just and leaders who integrate DISC into having a great product or vision—it their approach see a 30% increase in depends on how effectively you connect with others. As an **Internationally** in team engagement. That's because **Certified Behavioral Profiling Coach** DISC goes beyond self-awareness—it specializing in DISC, I've seen firsthand provides a blueprint for intentional how understanding human behavior **communication** that resonates with transforms business interactions.

DISC, a behavioral assessment tool. categorizes individuals into four primary personality styles: **Dominance** (D), Influence (I), Steadiness (S), and **Conscientiousness (C).** While many professionals take the assessment to understand their own style, that's **only** 33% of the equation. The other 67% and where the real power lies—is in:

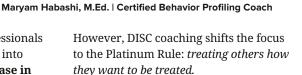
- 1. Recognizing someone else's DISC style through verbal and nonverbal cues
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Research shows that sales professionals closing ratios and a 40% improvement each individual's unique preferences.

When selling, recruiting, or leading a team, mastering DISC impacts FOUR critical areas:

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- Following Up: Strengthening relationships for long-term success

Most people communicate using the Golden Rule—treating others how they want to be treated.



This subtle yet **powerful shift** increases influence, fosters stronger connections, and ultimately turns more opportunities into outcomes.

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How New
Venture Escrow
is Innovating an
Overlooked
Part of the Real
Estate Process

scrow is an essential part of the real estate process, but for many, it feels like little more than a bureaucratic step in a larger transaction. New Venture Escrow is changing that narrative. In the competitive San Diego market where numerous escrow companies vie for attention, New Venture stands apart—not just as a service provider but as a true partner to the agents and clients they serve.

Tania Marks and Gaby Sevilla, sales representatives at New Venture Escrow, have built their careers around relationships. While many escrow companies focus solely on closing deals, Tania and Gaby take a different approach: they embed themselves into their clients' businesses, acting as an extension of their teams.

"We're more than just escrow reps—we're business partners," says Tania.
"We're out there genuinely trying to help agents grow their business, not just expecting deals to come our way."

Gaby echoes that sentiment. "We're an extension of their team. Everything we do is to support them."





agent is brand new or has been in the industry for decades, Tania and Gaby focus on understanding their unique challenges and helping them implement the right solutions.

"We're big on connecting the dots,"
Tania says. "If an agent has an offmarket deal, we help them find the right
buyer. If they need help with social
media or systems, we provide guidance.
We don't just take escrow orders—we
help create opportunities."

Gaby agrees. "I've helped agents match buyers and sellers before a property even hits the market. That's the kind of hands-on support we provide." As the company continues to expand beyond San Diego into Orange County and beyond, its mission remains the same: to be more than just an escrow company. To be a true partner in business growth.

"Other escrow reps see themselves as just that—escrow reps," Tania says. "We see ourselves as an integral part of our clients' businesses. Their success is our success, and we take that seriously."

In an industry that often feels transactional, New Venture Escrow is proving that relationships—not just contracts—are what truly drive success.

This commitment to partnership is what makes New Venture Escrow different. The company is structured to provide more than just escrow services—it offers education, networking, and business development support to agents who want to scale.

"Our CEO, Casey, is always thinking outside the box," Tania explains. "He gives us the tools we need to help our agents succeed. That means educational events, masterminds, and even direct connections to opportunities. We're not just a step in the process—we're a resource."

New Venture Escrow's emphasis on proactive support has positioned it as an industry leader in San Diego, with a reputation for transparency, innovation, and a company culture that values collaboration over competition. "A lot of other escrow companies try to replicate what we do, "Tania says. "But by the time they implement something, we're already onto the next innovation that serves our clients better."

For Gaby, the difference comes down to the people. "The environment here is just different," she says. "We have the best people with the best tools and a culture that supports both employees and clients."

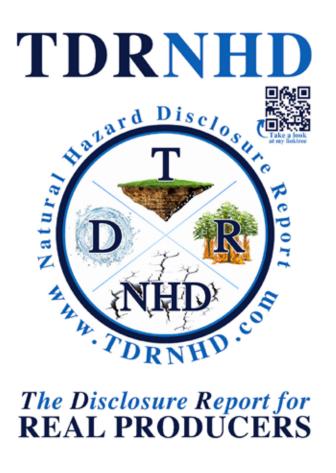
A crucial part of New Venture Escrow's success is the way its team integrates with agents, providing tailored support to fit individual needs. Whether an



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Claudia Micelia



Showcasing
Perserverance
& Passion in
Real Estate

PHOTOS BY ELIZABETH IRELAND PHOTOGRAPHY

When did you start your career in real estate?

I started my Real Estate career after the birth of my second child in California. I knew I needed a change, something that would provide for my family and give me purpose. My late husband always envisioned me in real estate, seeing my natural ability to connect with people. His belief in me pushed me to pursue this path, and it's been an amazing journey helping others find their dream homes.

What did you do before you became a realtor?

Before becoming a realtor, I had a dynamic career in the fashion industry for over 15 years. I started in sales and brand development, working with some of the biggest importers and fashion companies in Canada. Over time, I became a lead designer, involved in fashion marketing and building brands. I also launched my own collections. coordinated fashion shows. and organized photoshoots for major magazines. It was an exciting and creative journey, but after the birth of my second child. I knew it was time for a new chapter, one that would allow me to build a meaningful life while helping others.

What are you passionate about right now in your business?

As a business owner, I love having control over every aspect of growth, and my creative side is thriving at a whole new level. Marketing and branding, especially through social media (@claudiamicelirealtor) has been an exciting journey, allowing me to connect with a wider audience. In today's market, it's not enough to just be a realtor; we need to establish a strong personal brand, create engaging content, and be active in the community. My open houses are not just showings, they're curated, welcoming experiences designed to make both buyers and sellers feel at ease. My background in fashion and branding gives me a unique perspective, helping clients visualize their space and showcase it in the best possible way.

What has been the most rewarding part of your business?

I walk side by side with my

clients every step of the way, not just guiding them through the process but also supporting them through the emotions that come with buying or selling a home. It's more than a transaction; it's a journey we take together. Along the way, we build a bond that turns into a real friendship, one that I truly cherish and continue to nurture. Helping families build generational wealth and giving them a foundation for a better future is what drives me every day. Real Estate is personal for me. My parents were Italian immigrants who came to America to give us a better life. I know what it's like to work hard, to dream of something bigger, and to finally make it happen. I am the result of a family that pushed through, that built a home and a future with the belief that anything is possible. Now, I get to be that person for others. I tell hardworking families, "I'll make it happen for you." And when I see them holding the keys to their first home, the joy, the tears, the realization that they've done it, that moment is everything. Because I was there every step of the way, never giving up, just like someone once did for my family.

What was your biggest challenge as a realtor?

The sudden passing of my beloved husband of 17 years. He was my everything since I was 18 years old; we spent 26 beautiful years together, building a life, a family, and even a business. In 2020, we started our own Real Estate company called the Falduto Group,



a transaction;

it's a journey

we take together.

unpacking our belongings when my entire world was turned upside down. I never imagined myself as a single mom, raising two small children on my own. I've been on survival mode ever since. There was no time to grieve, I had to keep moving forward because failure was not an option. As heartbreaking as it was, I had one choice: to get up and push through. I juggled motherhood and business, navigating the hardest time of my life while staying present for my clients. No matter what I was facing behind the scenes, I showed up on time, ready to serve, always with a smile on my face. It wasn't easy, but my resilience, my passion for Real Estate, and my dedication to my children kept me going. Through it all, I've learned that strength

and in 2022, just as we were

settling into our forever home,

one we spent months designing

and renovating. Just like that, he

went to heaven. We were still

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you have are the

ones you place on



isn't about never falling, it's about rising every single time.

What's your favorite part of being a realtor?

My favorite part of being a realtor is the freedom and flexibility it gives me. I don't have a boss breathing down my neck. I am the boss! I set my own hours, which means I can be there for my kids, pick them up from school, spend time with them, and then jump back into work after they go to bed. I also love that I can take a day off when I need to, without asking for permission. Real Estate allows me to balance my career and motherhood in a way that works for *me*. It's not always easy, but having control over my schedule is priceless. Plus, I get to do what I love helping families find their dream homes, while still being present for my own.

What are your hobbies and interests outside of Real Estate?

Outside of Real Estate, my heart is in the kitchen and on the canvas. As a true Italian, I love cooking homemade meals for my kids, recreating the same Sicilian dishes my mom made for me growing up. There's something so comforting about keeping those traditions alive, the smell, the flavors, the memories they bring back. I also have a deep passion for art. Painting big artworks is my creative escape, a part of me that will always remain. Whether it's cooking or painting, both allow me to express myself and stay connected to my roots, my family, and the things that bring me joy.

Tell us about your family

My kids are my world, my pride and joy. I'm incredibly protective of them, and everything I do is for them. They are my biggest motivation, the reason I get up and work hard every single day. They're also little warriors, both Tae Kwon Do champions! My eldest speaks French fluently, and I'm currently teaching my

son Italian, keeping our heritage alive. No matter how busy life gets, they will always be my top priority. Being their mom is my greatest accomplishment, and everything I do is to give them the best life possible

Are there any charities or organizations that you support?

Every year, Keller Williams Realty and KW Cares support incredible charitable causes, like the San Diego Food Drive and blood drives. I truly enjoy being part of these events, as they bring a deeper sense of purpose to what we do. Giving back to the community is not just about business, it's about making a meaningful impact and helping those in need.

Define success

Success, to me, isn't measured by awards, trophies, or titles, it's measured by the people who stand beside me. It's the family I've built, the friendships I've nurtured, and the simple, fulfilling life I've created over the years. True success isn't about status; it's about love, loyalty, and the moments that matter most. If I'm surrounded by the people who uplift me, and if I can provide a happy life for my children, then I've already won.

Given your status and expertise, what is some advice you would give an up-andcoming agent?

Surround yourself with positive, like-minded people who will push you to grow and challenge you to reach your full potential. Never settle for the status quo, go after your dreams with everything you've got. Push yourself every day to learn something new and never be afraid to step out of your comfort zone. Move forward with confidence, have faith in the journey, and always believe in yourself. The only limits you have are the ones you place on yourself. So, break through them and reach for more



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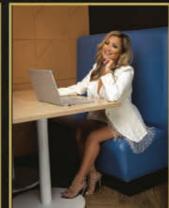




















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ALL IN THE

DAWN LEWIS & SHYLIA HERNANDEZ

BY DAVID CORNWELL PHOTOS BY BRANDON PEASE-LINKED PREVIEW, LLC Dawn Lewis and Shylia Hernandez may be mother and daughter and each a real estate star in their own right, but after talking with them for just a few minutes it becomes apparent that the two share the same heart.

It's also readily apparent that each has helped the other grow, and the Lewis Team of Real Brokerage thrive.

"She's a methodical thinker, carefully analyzing situations and sensing people's needs," Dawn says of her daughter. "This makes her an exceptional real estate agent."

Her innate ability to handle challenges with calmness and efficiency also helps make her a fantastic mother, Dawn says.

As for Shylia, she says, "One of the greatest lessons I've learned from my mom is that real estate is about people, trust, and doing the right thing. She is the best Realtor I know, not just for her expertise, but because she genuinely puts her clients first."

"She also taught me to pick my battles wisely," Shylia says. "Many aren't worth losing the war over," a lesson that's helped Shylia find creative ways to overcome problems and close deals so both buyer and seller are happy.

And there have been plenty of buyers and sellers walking away happy. Last year the Lewis Team closed \$37 million in volume across 40 transactions and has consistently achieved Circle of Excellence awards for small teams and individual sales.

That's not to say the road to success has always been smooth.

For Shylia, the challenges she's faced include being a young single mother as she finished her bachelor's degree and built a real estate career.

"It wasn't always easy, but it taught me resilience, time management, and how to hustle while being the best Mom I could," she says.

For Dawn, challenges include stage 3 breast cancer, in remission for the past two years now.

"Cancer was a gamechanger," Dawn says.
"It put everything into perspective and showed me the incredible strength of my family, team, and clients."

"Even during chemo and radiation, I and my team continued to help families achieve homeownership and move forward in life. That the team never skipped a beat is something I am incredibly proud of, especially Shylia who stepped up in ways that make me beyond proud."

The Lewis Team is more than just a motherdaughter operation,



though, Dawn says. The team is a family affair.

While Dawn and Shylia work full-time with buyers and sellers, Dawn's Mom is licensed and helps with open houses while her dad, who is almost 80, helps put up signs and lockboxes. Husband Mike who is also an agent specializing in Military buyers also manages the teams marketing, while Shylia's husband Gabe does credit repair and handles open house signage.

"Even our grandkids help out where they can," Dawn says, perhaps already training the next generation of Lewis Team agents, including Shylia's 16-year-old daughter and her and her husband Gabe's 18-month-old daughter.

"Real estate kind of found me," Dawn says of her own career. Working in property management, she landed a job as a leasing agent for AG Spanos, one of the nation's largest apartment developers.

people were paying high rent when they could own a home for the same cost. Knowing I could help them build equity and financial stability was the spark. I got my real estate license and committed myself to helping people navigate the journey of buying and selling homes."

"I realized that many

As for Shylia, she jokingly says her entry into real estate came as the result of child labor.

"When you're a teenager and your mom is a top Realtor, you're bound to be walking neighborhoods with open house flyers, stuffing envelopes, and entering leads into a database."

"Mom would even get some of my friends to come over to help and pay us with pizza," she says.

These days, Shylia says, "When I'm not selling real estate, I'm all about family time. And a lot of that time is spent cheering her oldest daughter on at games, meets and competitions for various sports.



"We're always on the go, and I wouldn't have it any other

way," she says.

Spending time with family is one of Dawn's favorite uses of free time as well, with time also devoted to canine welfare organizations such Frosted Faces and A Way Home for Dogs.

Another of her and the family's favorite things to do is to escape to the Lewis' second home on Kona in Hawaii, a home that was key in her cancer recovery.

"Hawaii is my happy place," Dawn says. "Even during chemo, I'd schedule treatments to allow time in Hawaii to soak up the sun at Magic Sands Beach before flying back for my next session."

Dawn's battle with cancer also changed Shylia "and is still changing me as she fights through it," she says.

"It has given me a new level of resilience, perspective, and appreciation for what really matters. I see firsthand the kind of strength it takes to push forward when life throws its hardest punches and I carry that lesson with me every day, both in business and in life."

"Growing up in the business, I saw firsthand how much impact a great agent can have on people's lives," she continues. "And I knew early on that this was what I wanted to do wasn't just about selling homes—it was about creating a legacy,



helping more people, and making our mark together."

"FOR US, THIS ISN'T JUST ABOUT SELLING HOMES—

Dawn's experience covers more than 35 years as an owner of multiple rental properties, Airbnb's, and apartment buildings in California and other states.

"I bring firsthand experience in owning and investing in real estate. And I understand the intricacies of purchasing, selling, and managing real estate as both an investor and an agent."

"We've seen every kind of market, handled every type of transaction, and through it all, we've grown stronger—not just as business partners, but as a team," she says of her daughter and herself.

"We push each other, we learn from each other, and we both bring something different to the table, which makes us even better at what we do. For us, this isn't just about selling homes—it's about building a legacy."

Most Coverage in California

by far:





Arcadia **Burbank Bay East**

Bridge MLS (Bridge & Delta) California Desert

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Coastal Mendocino Combined Los Angeles Westside

Conejo Simi Moorpark

Contra Costa Greater Downey

East Valley Fresno

Glendale

Greater Southern MLS

High Desert Inglewood

Inland Valleys

Joshua Tree Gateway

Laguna Madera Malibu

Mariposa County Merced County

Montebello District

Monterey County Newport Beach

North San Diego County

North San Luis Obispo County

Orange County

Oroville

Pacific Southwest

Pacific West

Palm Springs Palos Verdes Peninsula

Paradise

Pasadena-Foothills

Pismo Coast

Rancho Southeast Rim O' the World

San Benito County San Diego

San Luis Obispo Coastal

San Mateo

Santa Clara Santa Cruz

Sierra North Valley

Silicon Valley

South Bay

Southland Regional

Southwest Los Angeles

Southwest Riverside County

The Inland Gateway

Tri-Counties

Ventura County Coastal

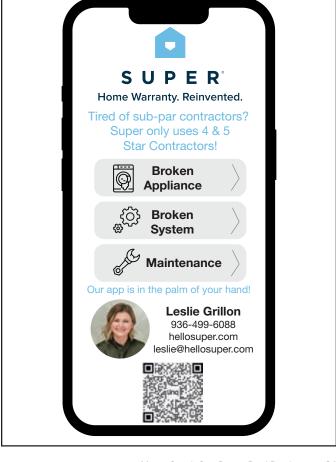
West San Gabriel Valley

ADDITIONAL SERVICE AREAS

Pursuant to NAR's MLS of Choice policy, some ZIP codes in these regions are considered part of CRMLS's service area based on current listing volume. CRMLS users doing business in these areas must enter listings into CRMLS, or submit a Seller Exclusion Form

Big Bear - 92315 Big Bear City - 92314 & 92386 California City - 93504 & 93505 Fawnskin - 92333 Mt Baldy - 91759



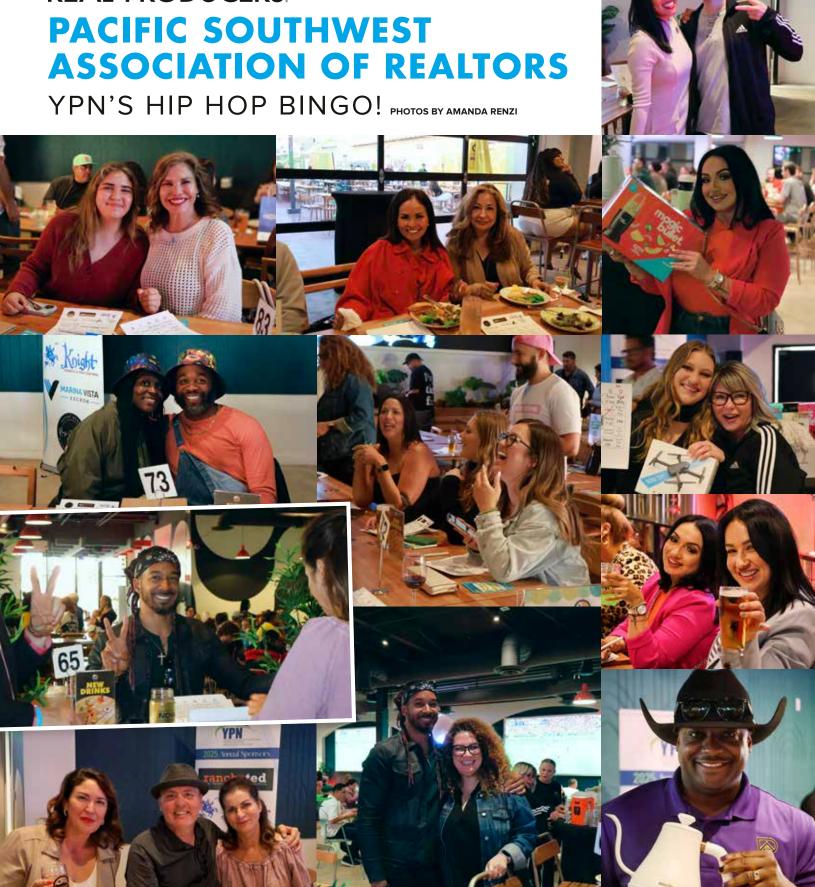


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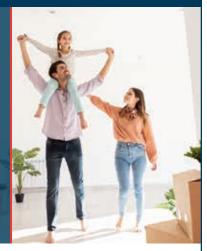
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"Spring Par Tee"

MAY 15, 2025

Our Spring Par Tee will be at the OB Surf Lodge! Parr's Mini Golf will be bringing their 9-hole mobile mini golf course, our favorite DJ Agent Lina Saba will be playing some tunes, and we will enjoy food and drinks from the OB Surf Lodge! We are looking for teams of 4 to play for our 1st Metro South Mini Golf Trophy! Call Cathy at 858-735-8026 for more details.

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