

TOP AGENT MAGAZINE



PHYLLIS CALIANESE

When a profession combines a person's greatest passions and skills, success and happiness are inevitable. Phyllis Calianese might have enjoyed entering real estate earlier than she did, but her 15 years managing teams and pioneering IT development programs at Fortune 100 companies helped her hit the ground

running as a REALTOR® in 2012. Her well-honed negotiation, leadership and organizational skills are much of the reason she earns top rankings as a luxury agent with Keller Williams Village Square Realty, Ridgewood office of Northern N.J., Bergen County.

Phyllis is at least as equally propelled by her passion for homes as by her business savvy. "My longtime fascination with homes pushed me into real estate after I took a few years off from my corporate job to be with my children," says Phyllis. "I had already redone three of my own properties. So I followed my love when I went back to work." She won her first listing within a few months of earning her license, had a Silver Award by the end of her first year, and is now a Gold Award winner.

"I keep deals together," says Phyllis, whose client testimonials magnify that statement, painting her as a warrior for their best interests. One client explains how Phyllis proclaimed, 'Let's make it happen!' when the seller was faced with a difficult buyer during negotiations. She made it happen; in only three months, the client listed their home with Phyllis, sold it and closed on their new home. Buyers, too, value her attention and her willingness to work with them patiently to find the best home in the best area for their needs.

"It's the camaraderie I love most," says Phyllis. "Whenever I'm presented with a new client, I'm excited to see their home, to work to get it ready to list, to help them find a new home, and to become

part of their lives." After any purchase or sale, she stays in touch, reaching out several times a year. Phyllis makes herself available when people reach out to her for advice or recommendations for local vendors or other concerns. She also holds two special events per year for clients, takes part in community events and supports several nonprofits that benefit youth and teens.

By blending her love of people, her interest in homes, her talent for design and her business sense, Phyllis has had the pleasure of specializing in luxury real estate. Her sellers appreciate her meticulous attention to detail before and during the listing and sales process. "I get involved with contractors, arranging for the right people to come in and get the work done so the house is in pristine condition before listing," she says. "Once it's on the market, I'm there for the showings." She stresses the importance of having an educated agent present, especially to communicate the details of large luxury homes that may have unique backstories or unique upgrades. She also produces marketing materials that paint the full picture of a home. When under contract, Phyllis expedites the escrow process by remaining closely involved with inspectors, attorneys and even the town as needed. "Many clients give me the keys and say 'Just do whatever needs doing!'"

Phyllis holds herself to such high standards that when the time comes to expand her team, she will seek people who can match her belief in remaining fully focused on clients' needs. Meanwhile, as she formulates plans for the future, Phyllis also takes care of herself. "I love traveling with my husband and our children, who are between the ages of 19 and 24, and I make sure I work out as much as I can," she says. She also maintains her longtime extracurricular activity of interior design. "There's almost always a major project underway at our house," she says. At any time, she might be tearing down a wall, redesigning a space or upgrading some finishing touches around the house. Given her eye for style, clients truly benefit from her hobby.



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