

AGENT PROFILE *Trusha Patel*

Agent maintains humility

Although she is a new real estate agent, Trusha Patel said she is blessed to have a great office to work that is filled with an even greater group of colleagues, all ensuring she and her clients do well.

"I quickly learned I had a gift of connecting to people and making them feel comfortable," Patel said.

"This year, the timing was right to make a career change. Real estate melds together my interests and talents."

Just like in the hospitality business, she feels in real estate the customer is always first. "This mentality is the reason for my success in hospitality, and I believe it will carry through in my real estate career," Patel said. "You must have a genuine care and concern for your client first and foremost, and that care stems from being able to connect to each and every client, so you truly understand their needs.

"My goal is always to be honest, humble, compassionate and willing. Everything else comes after."

The ability to connect with others and adapt to different situations and personalities is what sets her apart from many. Most of her customers over the years came in as just that, customers, but quickly turned to friends.

She finds her best purchasing and selling skills are knowing the property and market, and understanding her client, which comes through asking the right questions and being a careful listener. "This is where my ability to relate to all different personalities comes in handy



Business: William Pitt Sotheby's International Realty

Lives: Weston

Office: Southport

Expertise: First-time homebuyers, expats, newcomers

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again," Patel said, adding that the most rewarding part is building long lasting relationships with people from all walks of life.

She primarily serves Norwalk and Bridgeport, with interest in Redding and Ridgefield as well.

In addition to her real estate license, she has a bachelor's degree in small business management

AGENT PROFILE *Carol DePietro,*

Agent is looking to listen

Carol DePietro was managing a family business when one of her customers suggested that she would make a good real estate agent. Prior to that, she had managed a real estate office.

Twenty five years later now, she still operates under The Golden Rule. "I ask myself, 'How would I like a Realtor to handle this situation if I were the client?'"

She counts among her best listing/selling skills as listening, listening and listening. "(I) talk less and listen to the client whether a listing or buying client," she said, adding that the most rewarding part of her career is to help clients move on to the next chapter of their lives, not to mention the friendships that develop along the way.

DePietro keeps a follow-up file to stay in contact with prospective clients who may not be ready now but would like to buy or sell in the future. She also stays in touch with the market so that if a price adjustment is required from a listing client, she has the confidence to ask for and get the adjustment.

As an agent with William Pitt Sotheby's International Realty, she serves the communities of Norwalk, Westport, Fairfield/Southport and Trumbull.

She lives in Fairfield so that she is centrally located to serve her areas,

In her spare time, DePietro loves classical music and the opera. She also enjoys helping her sister Gwen with her labor of love helping a world class pianist from Tuscany, by producing concerts for



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him in the northeastern U.S.A. (Francesco Attesti will be performing at the Kennedy Center in Washington for the first time in October and they will be there!)

DePietro, who studied and speaks Italian, has two children—her daughter and son-in-law in the Boston Red Sox Nation and a son in the NYC area in Yankee territory.

She attended both the University of Bridgeport and the Banking Institute in New York City.