

Maggey LaFoy

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WORK EXPERIENCE

Musician's Choice Studios – Los Angeles, CA

2019 – Present

Operations Manager

- Lead day-to-day operations of a high-volume rehearsal studio and event venue supporting **4,000+ annual bookings** across studio rentals and private events
- Direct scheduling, billing, logistics, and client escalations for a high-volume multi-use facility
- **Increased revenue by 121%** (\$11.9K → \$26.3K) by redesigning booking operations, improving pricing strategy, and implementing centralized scheduling and payment systems
- Built internal infrastructure including SOPs, documentation, and training resources to improve process consistency and support team scalability
- Coordinate event logistics, vendor communication, staffing, and real-time issue resolution for private events and productions
- Execute administrative and executive support functions including accounts receivable, procurement, invoicing, and facility organization

Property & Facilities Manager

- Own leasing pipeline across **123 lockout units** spanning 10 properties, overseeing occupancy management, onboarding, lease administration, and client relations
- Achieved and sustained **90–95% occupancy** while **reducing turnover by 56%** through retention initiatives and pricing strategy
- Oversee rent collection, delinquency management, facilities coordination, utility administration, and vendor management across multi-property operations
- Streamlined leasing operations by redesigning agreements, onboarding processes, and payment tracking systems to improve service consistency and overall efficiency

Additional Experience – Michigan/Los Angeles

2010 – 2021

Hospitality & Guest Services

EDUCATION

Coursework toward bachelor's degree (Communications), In Progress

Santa Monica College – Santa Monica, CA & Michigan State University – East Lansing, MI

SKILLS

Core Competencies

Office & studio operations, scheduling systems, accounts receivable, facilities coordination, leasing support, vendor management, workflow optimization, SOP development, event operations

Tools

Microsoft Office (Excel, Word, Outlook), Google Workspace, QuickBooks, Wix, Adobe Creative Suite, Canva, Scheduling & booking platforms, Digital payment systems