

# Maggey LaFoy

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## WORK EXPERIENCE

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**Musician's Choice Studios** – *Los Angeles, CA*

**2019 – Present**

### *Studio Manager*

- Oversee end-to-end office operations and high-volume scheduling across clients, staff, and studio resources, supporting **4,000+ annual bookings**
- Develop internal systems including training programs, SOPs, and policy frameworks to standardize operations and improve team performance
- Handle billing, invoicing, and accounts receivable; introduce structured payment policies to improve cash flow reliability
- Increase revenue by **121% (\$11.9K → \$26.3K)** by rebuilding booking workflows and scheduling systems to improve efficiency, client conversion, and retention
- Maintain inventory and operational logistics, including supply ordering, documentation systems, and session coordination
- Serve as primary point of contact for clients and staff, managing inquiries, scheduling needs, and issue resolution

### *Property & Facilities Manager*

- Direct leasing pipeline across **123 units spanning 10 properties**, driving demand through targeted advertising and improving onboarding processes and lease agreements
- Maintain **90-95% occupancy** and reduce turnover by **56%** through pricing strategy, renter experience improvements, and retention initiatives
- Strengthen rent collection and accounts receivable by resolving delinquencies and improving payment consistency

### *Event Manager (The Culver Warehouse)*

- Own full event lifecycle from initial planning through execution and breakdown, handling logistics, vendor coordination, staffing, and real-time issue resolution

**Additional Experience** – *Michigan/Los Angeles*

**2010 – 2021**

### *Hospitality & Guest Services*

## EDUCATION

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

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

## SKILLS

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### **Operations**

Office operations; calendar & scheduling management; client relations; billing & accounts receivable; financial tracking; process improvement; vendor & facilities coordination; SOP development; documentation systems; conflict resolution

### **Tools**

Microsoft Office (Excel, Word, Outlook); Google Workspace; QuickBooks; Adobe Creative Suite; Canva; Wix (Website Management); Scheduling & Booking Systems; Digital Payment Platforms