

Tanasha Lively - Zigterman
(Longmont Colorado)

Professional Summary:

I am a dedicated and results-driven professional with extensive experience in procurement administration, post-closing resolution, lien release documentation, facilities management, customer service, and account management. My career goal is to leverage my skills in process automation, data management, and cross-functional collaboration to drive efficiency and enhance operational performance within an organization.

Education:

Highschool - Range view High School Aurora CO – 2003

Certifications & Training:

Collaborate Effectively for Professional Success – IBM, Sept 2024

Effective Problem Solving and Decision Making – UCI Division of Continuing Education, 2024

Work Smarter with Microsoft Excel – Coursera, Oct 2024

Successful Negotiation: Essential Strategies and Skills – University of Michigan, Apr 2025

Work Experience:

Centralized Supply Chain Services - Lenexa, KS

Aug 2022- Apr 2025

Procurement Specialist | Applebee's & IHOP Co-op | 3 Years Experience

- Led procurement initiatives focused on system improvements and vendor management across enterprise operations.
- Supported enterprise systems handling over \$2 billion in products and supplies; served as a consultant for vendor partners.
- Using SAP, ticketing system and LINK, research and resolve issues with sourcing, purchasing, pricing negotiations, and PO discrepancy resolution.
- Maintained accurate ERP data for items, vendors, contracts, pricing, and freight; conducted weekly audits to ensure data integrity.
- Collaborated with Category Managers and Supply Chain Specialists to streamline documentation and ensure demand-supply fluency.
- Automated manual data entry processes, improving efficiency and accuracy for procurement operations.
- Oversaw supplier relationships, helping to resolve issues related to delivery and product quality.
- Assisted with DC transition projects and contributed to process documentation and cross-functional initiatives..

INSPIRE CLOSING SERVICES - Aurora, CO

Nov 2020- Jul 2022

Post Closing Resolution Associate

- Monitored post-close exception and work queues to resolve errors before disbursement dates.
- Coordinated document resigning with borrowers, lenders, and signing services.
- Tracked and ensured timely delivery of corrected documents.
- Uploaded corrected documents and resolved deficiencies.
- Submitted recording documents to the recording department after correcting execution errors.
- Automated the submission of mortgage documents online for recording in all states, streamlining the process.

Computershare - Highlands Ranch, CO

Jan 2020- Nov 2020

Lien Release Doc Control Associate

- Received and processed Collateral Files, ensuring accurate information before scanning into the system.

- Maintained records and tracked files for auditing purposes.
- Generated and ensured timely delivery of Borrower Letters and recorded lien release letters.
- Assisted with Lien Release assignments, mail scanning, and uploading Recorded Lien Releases into VISI.

Jacobs Engineering - Englewood, CO

Aug 2018- Nov 2019

Facilities Administrative Assistant

- Ensured the office was equipped with necessary supplies and services for daily operations.
- Acted as lead receptionist, training new hires and covering breaks.
- Assisted facilities staff with scheduling meetings, events, and interviews.
- Maintained and updated documents in Excel, Word, and the Jacobs office portal.
- Assisted with conference and catering arrangements, break room configurations, and tech issue resolutions.
- Communicated with office staff regarding service or facility issues and prepared resources for new hires.
- Promoted from Receptionist to Administrative Assistant within eight months.

Kaiser Permanente - Denver, CO

Aug 2014- Aug 2017

Customer Service Associate

- Provided members with health plan information, benefits, co-payments, and billing assistance.
- Assisted members with health plan options and provided online application support.
- Responded to an average of 50 calls per day, addressing inquiries, solving problems, and providing product information.
- Directed calls to appropriate individuals and departments.

Colorado Countertops - Aurora, CO

Oct 2013- Aug 2014

Homebuilder Account Manager

- Managed accounts for major homebuilders, ensuring timely and accurate measures and installs.
- Maintained consistent communication with Superintendents and clients.
- Facilitated the overall countertop experience, providing daily support and driving mutual growth.
- Minimized risk by quickly recovering from service failures and implementing preventative measures.
- Scheduled and participated in tours, meetings, and off-site client events.

ADT Security Services

Nov 2008- Jun 2013

Special Operations

- Handled high-volume inbound and outbound calls, resolving customer issues and increasing satisfaction.
- Assisted customers with troubleshooting, questions, and inquiries.
- Provided superior customer service and ensured quality standards for all calls.
- Promoted to various positions within the office, including IT Support and Maintenance.
- Obtained DOD security clearance.

Toys R Us - Aurora, CO

July 2004 – Nov 2008

HR Assistant

- Supported HR operations including onboarding, employee file management, and payroll coordination for a high-volume retail location.
- Assisted with recruitment efforts, scheduling interviews, and processing new hire paperwork.
- Maintained confidentiality and accuracy in handling sensitive employee records and compliance documentation.
- Provided frontline support for employee inquiries related to benefits, scheduling, and company policies.
- Collaborated with store leadership to ensure smooth communication between HR and operations teams.