



# Arleen Dale Kirtland

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## PROFESSIONAL SUMMARY

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- ◆ Experienced English teacher.
- ◆ Skilled in business and customer correspondence.
- ◆ Revised and maintained the extensive library of responses used by Amtrak's Customer Satisfaction Center. Wrote customer correspondence directly for the president of Amtrak. Edited the work of the writing staff.
- ◆ Wrote, edited and self-published two children's books: *Tulip the Tree Frog* and *Blossom the Giggly Mouse*
- ◆ Editor of several newsletters.

## EDUCATION

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B.A. Degree, English, Secondary Education  
State University College at Oneonta, New York, 1968

## CURRENT EXPERIENCE

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- ◆ **Business Owner**, Peaceful Valley, Inc., November, 1997 to present. Administer and manage all aspects of the business. Responsible for all written customer correspondence including composing and editing. Experienced in Microsoft Word, Access, Excel, Publisher.
- ◆ **Adjunct Faculty**, Prince George's Community College, August, 2000 to present. Teach Fiber Arts (Quilting, Knitting, Crocheting, Embroidery). Compose and edit all materials for students. Extensive pattern writing.
- ◆ **Mentor, Education for Ministry**, University of the South at Sewanee, September, 2007 to present. Mentor a four-year program in theology.
- ◆ **Licensed Lay Preacher**, Episcopal Diocese of Washington, January, 2013 to present.

## PAST EXPERIENCE

- ◆ ***Executive Communications Officer & Supervisor, Customer Satisfaction Advisor***, Amtrak, 1990-1997. Mediated and resolved customer concerns by correspondence or by telephone. Supervised up to six other advisors. Wrote directly for, and on behalf of, the president of Amtrak and for his signature, with his full authority to grant refunds and credits to resolve customer dissatisfaction. Edited the work of the executive communications officers. Assisted in editing correspondence written by the staff of general communications officers. Revised and maintained the library of responses used by the Customer Satisfaction Center. Trained employees. Extensive training in management techniques. Served as advisor to Amtrak on the Americans with Disabilities Act.
- ◆ ***Executive Assistant to the President***, TransCen, Inc., 1988-1990. Editor of organization's newsletter, *Into the Future*. Planned, researched, interviewed, wrote articles, designed layout, worked with printer, and mailed to readership of 1,000. Responsible for layout and camera-ready artwork for all brochures, programs, flyers, proposals, needed by organization. Frequently composed copy for same.
- ◆ ***Executive Secretary to the President***, Red Coats, Inc., Bethesda, Maryland, 1987-1988. Generated and finalized correspondence. Preparation of bids and proposals.
- ◆ ***Executive Secretary to the President/Office Manager***, Sutton Place Gourmet, Inc., Washington, D.C., 1985-1987. Generated and finalized all correspondence. Acted as liaison with customers and employees. Designed, composed, and published employee newsletter. Assisted Director of Advertising with publication of campaigns, marketing programs, and catalog design.
- ◆ ***English Teacher***, Eleanor Roosevelt High School, Greenbelt, Maryland. 1982-1985. Taught composition and American Literature.