

Jennifer L. Mintzer

(mailing address and phone withheld from public online version of resume)

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SUMMARY OF QUALIFICATIONS

- Core competencies: Program management/vision, public speaking and presentation, intercultural communication, advising, teaching, curriculum development, program budgets, tour management
- Sharp management and administrative skills highlighted in leadership roles as a director, professor, advisor and chair of a communication department
- Proven experience leading large-scale international programs with Cultural Care Au Pair and Middlebury-Monterey Language Academy
- Exceptional attention to detail and outstanding research skills
- Excellent interpersonal skills and intercultural sensitivity/awareness
- Insightful analytic ability; top 5th percentile on the analytical section of the G.R.E.
- Easygoing attitude that helps facilitate dialogue between team members; approachable and easy to talk to; see evaluations at www.jenmintzer.com/teaching-evaluations.html

RELEVANT EXPERIENCE

Assistant Director of Career and Personal Development for International Studies Education

Neumann University, Aston, PA

01/2015 – Present

Provided leadership, supervision and management of study abroad programs, international student services and international education for the Neumann University community; served as a Primary Designated School Official (PDSO) for the U.S. Department of State to manage international students' F-1 visa status in SEVIS; advised students on intercultural customs and expectations; conducted international site visits and oversaw study abroad opportunities to the United Kingdom, Ireland, Australia, Italy, France, Spain and China

Certified International Tour Manager/Director

Various Companies

12/2013 – Present

Organized and accompanied groups on tours to a wide variety of domestic and international locations; oversaw all tour logistics and budget; provided educational tour commentary regarding historic and culturally significant sites; advised travelers regarding intercultural and local customs; liaised with hotels, coach companies, restaurants and other suppliers; served on-call 24/7 to handle any emergencies; Certificate in International Tour Management with "superior skills" designation awarded by the International Guide Academy

Residential Hiring Manager

Middlebury-Monterey Language Academy, Remote

12/2014 – 05/2015

Oversaw the hiring of 47 residence life staff for the 2015 summer Middlebury-Monterey Language Academy programs at Green Mountain College and Saint Michael's College

Site Manager

Middlebury-Monterey Language Academy, Claremont, CA

Preseason & Summer 2014

Supervised 57 international faculty/staff (7 direct reports, 50 indirect reports) and managed all logistics and operations at the MMLA Pomona College campus ensuring the best possible experience for 201 teenage residential participants in a month-long language immersion program, engaged in preseason prep work, coordinated multicultural programming and off-site field trips, addressed disciplinary issues, oversaw budget, liaised with college staff regarding facility issues and was available 24/7 on-site in campus housing to handle any emergencies

Director of the Training School**Cultural Care Au Pair, Oakdale, NY****06/2012 – 10/2013**

Served as “first-in-command” of the Cultural Care Au Pair Training School in a 24/7 live-in, on-call position; managed all operational aspects of the school including curriculum development, residence life, crisis management, staff/faculty hiring, cash flow, expense reporting, payroll, budget, scheduling, inventory and travel logistics

Adjunct Professor of Media & Communication Studies**Ursinus College, Collegeville, PA****Spring 2012**

Taught “Television Studio Production” over the course of one academic semester

Academic & Test Prep Tutor**StudyPoint, Philadelphia, PA area****10/2010 – 05/2012**

Conducted in-person and online tutoring sessions with middle school and high school students in mathematics, writing and college test preparation (SAT and ACT)

International Group Leader**The Experiment in International Living, United Kingdom****Summer 2010 & 2011**

Facilitated the learning experience among high school participants during a four-week, filmmaking-based, experiential learning program while traveling throughout the United Kingdom. Taught students basic principles of documentary filmmaking, engaged students in intercultural awareness/sensitivity, encouraged student growth and safety, administered program logistics/budget and acted as a liaison between EIL staff, host families, participants and parents

Visiting Lecturer of Intercultural Communication**Semester at Sea, MV Explorer****Spring 2007**

Designed and taught three intercultural communication/media studies courses and led in-country field expeditions during a 14-week voyage around the world, visiting the Bahamas, Puerto Rico, Brazil, South Africa, Mauritius, India, Malaysia, Vietnam, Cambodia, China and Japan

Assistant Professor of Communication**Pine Manor College, Chestnut Hill, MA****08/2004 – 08/2009**

Designed and taught 12 different classes in video production and critical media studies to an extremely diverse student body, added a new course to the curriculum, counseled students as an academic advisor, served on academic committees, chaired the Communication Department and contributed to administrative work such as writing annual reports and program reviews

EDUCATION**Ph.D. coursework (ABD), Temple University, 2006**

Concentration: Mass Media & Communication, G.P.A.: 3.76, 55 credits completed

M.F.A., American University, 1999

Concentration: Film & Electronic Media, G.P.A.: 3.75

B.A., Ursinus College, 1997

Majors: English & Communication, Minor: German

Magna Cum Laude, Phi Beta Kappa, G.P.A.: 3.78

CERTIFICATIONS

- Certified Travel Associate, The Travel Institute, 03/2016
- International Diploma in English Language Teaching, BridgeTEFL, 05/2014
- Certificate in International Tour Management, International Guide Academy, 12/2013