

# Jennifer L. Mintzer

---

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

Philadelphia, PA, USA vicinity • [jen.mintzer@gmail.com](mailto:jen.mintzer@gmail.com) • [www.linkedin.com/in/jenmintzer](http://www.linkedin.com/in/jenmintzer)

## **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](http://www.jenmintzer.com/teaching-evaluations.html)

## **RELEVANT EXPERIENCE**

### **Assistant Director of Career and Personal Development for Global Engagement**

**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

### **Tour Manager/Director**

**The Travel Authority, Bensalem, PA**

**09/2014 – 10/2015**

Organized and accompanied groups on bus tours to a variety of domestic locations; oversaw all tour logistics and budget; provided educational tour commentary regarding historic and culturally significant sites; advised travelers regarding 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**

Taught "Television Studio Production" over the course of one academic semester

**Spring 2012****Academic & Test Prep Tutor****StudyPoint, Philadelphia, PA area**

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

**10/2010 – 05/2012****International Group Leader****The Experiment in International Living, United Kingdom**

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

**Summer 2010 & 2011****Visiting Lecturer of Intercultural Communication****Semester at Sea, MV Explorer**

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

**Spring 2007****Assistant Professor of Communication****Pine Manor College, Chestnut Hill, MA**

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

**08/2004 – 08/2009****EDUCATION****Ph.D. coursework (ABD), Temple University, 2006**

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

**M.F.A., American University, 1999**

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

**B.A., Ursinus College, 1997**

Majors: English &amp; Communication, Minor: German

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

**CERTIFICATIONS**

- Certified Tour Guide (CTG), International Guide Academy, 06/2020
- Certificate in Hospitality and Tourism Management, Florida Atlantic University, 04/2020
- ASTA Verified Travel Advisor (VTA) Certification, American Society of Travel Advisors, 04/2020
- Certified Travel Industry Executive (CTIE), The Travel Institute, 12/2019
- Certified Travel Counselor (CTC), The Travel Institute, 07/2019
- Certified Travel Associate (CTA), The Travel Institute, 03/2016
- International Diploma in English Language Teaching (IDELT), BridgeTEFL, 05/2014
- Certificate in International Tour Management (CITM), International Guide Academy, 12/2013