

Jennifer L. Mintzer

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

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STRENGTHS

- Over 20 years of college teaching and advising experience in the field of communication, mass media and video production
- Teaching awards from Pine Manor College and the International Communication Association
- Exceptional student and peer evaluations (available for review at www.jenmintzer.com/teaching-evaluations.html)
- Ability to successfully teach both critical media studies courses as well as writing and video production courses
- Experience working with an extremely diverse student body from over 23 countries as a professor at Pine Manor College and as the Director of the Cultural Care Au Pair Training School
- Academic administrative experience as the Communication Department chair at Pine Manor College
- Professional media experience in film/video production and screenwriting
- Record of academic service including extensive committee work and advising
- Extensive international/intercultural knowledge and travel throughout Europe, Asia, Africa and South America both as a student and as a faculty member
- Member of Phi Beta Kappa

EDUCATION

Ph.D. (ABD), Temple University, December 2006

Concentration: Mass Media and Communication

G.P.A.: 3.76, 55 credit hours

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

Concentration: Film & Electronic Media

G.P.A.: 3.75

B.A., Ursinus College, May 1997

Majors: English & Communication Arts, Minor: German

Magna Cum Laude, Phi Beta Kappa

G.P.A.: 3.78

PROFESSIONAL EXPERIENCE

Lauder Travel Manager

University of Pennsylvania – The Lauder Institute, Philadelphia, PA

08/2022 – Present

Managed arrangements and logistics for a 12-month portfolio of curricular and extra-curricular student travel to international destinations (Lauder Intercultural Ventures, Culture Quest and Summer Immersions); served as the Institute liaison to the Office of Risk Management, Penn Global and Student Health Services; supported faculty directors responsible for year-round curricular and co-curricular travel; developed and maintained relationships with vendors and program partners; communicated program travel-related expectations and requirements; conducted program evaluation and led students to international destinations around the world

Assistant Director of Career and Personal Development for Global Engagement

Neumann University, Aston, PA

01/2015 – 08/2022

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) to manage international students' F-1 visa status in SEVIS; advised students on intercultural customs and expectations; coordinated faculty-led study abroad trips; conducted international site visits and oversaw study abroad opportunities to the United Kingdom, Ireland, Australia, Italy, France, Spain, China and the Dominican Republic; additionally contributed to Career Services side of the office with duties that included conducting the First Destination Survey, creating monthly newsletters, overseeing social media posts, reviewing student résumés and approving student internships

Adjunct Professor of Communication and Digital Media

Neumann University, Aston, PA

08/2016 – 05/2018

Taught “Basic Television Production” and “Intercultural Communication” over the course of several academic semesters

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

Summer 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 and intercultural 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; directly supervised three residential staff and 10 teachers; facilitated intercultural dialogue with new au pairs from over 23 countries from around the world (up to 308 au pairs each week; 6000 au pairs each year) addressing any questions they had during their week-long stay at the school; served as an Alternate Responsible Officer (ARO) for the U.S. Department of State to manage au pairs’ J-1 visa status in SEVIS; utilized my German language fluency to enhance communication with German-speaking au pairs

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

Taught “Television Studio Production” over the course of one academic semester; skills taught included pre-production planning, scriptwriting, directing talent, visual composition and studio/control room technical skills (cameras, microphones, switcher, mixing board, character generator, teleprompter)

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 Experiment staff, host families, participants and parents

Assistant Professor of Communication and Department Chair**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

Visiting Lecturer of 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, Japan and Hawai'i

Instructor of Communication**Temple University, Philadelphia, PA****09/2000 – 05/2004**

Taught a variety of classes in the Broadcasting, Telecommunications and Mass Media Department and the Journalism, Public Relations and Advertising Department, compiled data for departmental accreditation reports and researched/wrote numerous articles for the alumni magazine

Adjunct Professor of Media & Communication**Arcadia University, Glenside, PA****01/2003 – 12/2003**

Taught "Introduction to Mass Communication" over the course of two academic semesters

Adjunct Professor of Culture & Communication**Drexel University, Philadelphia, PA****01/2002 – 05/2003**

Taught "Mass Media and Society" and "Principles of Corporate Communication" over the course of three academic trimesters

Instructor**Julian Krinsky Enrichment Camp at Haverford College, Haverford, PA****Summer 2002**

Taught enrichment classes/activities related to newspaper writing and film analysis at a summer day camp for adolescents ages 12-17

Resident Assistant**International House Philadelphia, Philadelphia, PA****08/2001 – 05/2002**

Facilitated communication among people from around the world, created engaging activities designed to appeal to a diverse international audience and acted as a liaison between residents and the larger International House community

Producer and Editor

Haley Productions (now Allied Pixel), Media, PA

05/1999 – 06/2000

Worked closely with clients on projects that required video editing and project management. Specific duties included developing creative concepts, writing scripts, storyboarding, overseeing quality control, developing websites and editing video. Clients included DuPont Pharmaceuticals, CertainTeed, B101 Radio and the Heinz Wildlife Refuge

Teaching Assistant

American University, Washington, DC

09/1997 – 05/1998

Assisted with "Visual Literacy" class for two academic semesters

Administrative Assistant

Automatic Data Processing, Fort Washington, PA

Summer 1998

Initiated reorganization projects and facilitated conflict resolution with customers

Alumni Office Assistant

Ursinus College, Collegeville, PA

10/1996 – 08/1997

Kept the office running smoothly by performing routine office duties such as typing, filing and answering phones

Academic Tutor

Ursinus College, Collegeville, PA

09/1994 – 05/1997

Assisted local high school students in comprehending difficult concepts in mathematics and German

Intern

Rovner, Allen, Rovner and Zimmerman, Southampton, PA

Summer 1996

Assisted attorneys and paralegals in drafting demands and settlement request letters to insurance companies, performed client interrogatories, filed documents, organized solicitations for business and called doctors' offices to request necessary documents in preparing a case

Camp Counselor

Warwick Township Summer Camp, Warwick, PA

Summer 1994 & 1995

Supervised creative and sports activities at a summer day camp for children ages 5-12

ACADEMIC EXPERIENCE ABROAD

Lauder Travel Manager, University of Pennsylvania – The Lauder Institute, 08/2022 - Present

Managed arrangements and logistics for a 12-month portfolio of curricular and extra-curricular student travel to international destinations (Lauder Intercultural Ventures, Culture Quest and Summer Immersions); served as the Institute liaison to the Office of Risk Management, Penn Global and Student Health Services; supported faculty directors responsible for year-round curricular and co-curricular travel; developed and maintained relationships with vendors and program partners; communicated program travel-related expectations and requirements; conducted program evaluation and led students to international destinations around the world

Trips Led:

- Switzerland (October 14-23, 2022)

Adjunct Professor of Communication and Digital Media, Neumann University, Spring 2018

Led week-long spring break trip to Italy/Vatican City (Spring 2018, 11 students) as a component of “Intercultural Communication” class

Group Leader, The Experiment in International Living, 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 Experiment staff, host families, participants and parents

Visiting Lecturer of Communication, Semester at Sea, 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

Summer Semester Study Abroad in London, England, Summer 2001

Attended daily classes and field trips regarding the British Mass Media and Theater, conducted independent research project on British cinema

Summer Semester Study Abroad in Tübingen, Germany, Summer 1996

Performed independent research on the German theater, earned full scholarship

24 COUNTRIES VISITED

- **North America:**
 - United States
- **Caribbean and Atlantic Islands:**
 - Bahamas
 - Puerto Rico
 - St. Maarten/St. Martin
 - Bermuda
- **Europe:**
 - United Kingdom
 - Ireland
 - Germany
 - Austria
 - Liechtenstein
 - Switzerland
 - France
 - Italy
 - Vatican City
 - The Netherlands
- **South America:**
 - Brazil
- **Africa:**
 - South Africa
 - Mauritius
- **Asia:**
 - India
 - Malaysia
 - Vietnam
 - Cambodia
 - China
 - Japan

LANGUAGES

- English – native
- German – fluent, college minor

COURSES TAUGHT

- **Production Courses:**
 - Basic Television Production, Neumann University
 - Television Studio Production, Ursinus College
 - Introduction to TV and Radio Production, Pine Manor College
 - Digital Moviemaking, Pine Manor College
 - Advanced Video Production, Pine Manor College
 - Performing for Radio and Television, Pine Manor College
 - Writing and Marketing Scripts and Screenplays, Pine Manor College
 - Introduction to TV Production, Temple University (as a teaching assistant)

- **Media Studies and Communication Courses:**
 - Intercultural Communication, Neumann University (I originated this course and taught it as a “Special Topics” course at Neumann University)
 - Intercultural Communication, Semester at Sea
 - Cinema and National Identity, Semester at Sea
 - Mass Media Systems Around the World, Semester at Sea
 - Multicultural Images in the Media, Pine Manor College (I originated this course and added it to the Pine Manor College curriculum)
 - Images of Women in the Media, Pine Manor College
 - Children and the Media, Pine Manor College
 - The Art and Industry of Film, Pine Manor College
 - Legal and Ethical Issues in Mass Communication, Pine Manor College
 - Mass Media and Society, Drexel University
 - Principles of Corporate Communication, Drexel University
 - Introduction to Mass Communication, Arcadia University
 - Introduction to Mass Media, Temple University
 - Media in Everyday Life, Temple University (as a teaching assistant)
 - Electronic Information Gathering, Temple University (as a teaching assistant)
 - Visual Literacy, American University (as a teaching assistant)

- **Other Courses:**
 - First Year Seminar, Pine Manor College
 - Senior Internship Seminar, Pine Manor College

HONORS AND AWARDS

- IATAN Ronald A. Santana Memorial Professional Development Scholarship, Tourism Cares, 2013
- The Lindsey Professorship for Outstanding Academic Performance and Scholarly Promise (junior faculty sabbatical leave), Pine Manor College, 2006 - 2007
- Graduate Student Teaching Award, International Communication Association, 2002
- Honorable Mention in the American Visions Media Festival, American University, 1999
- Phi Beta Kappa, Ursinus College, 1997
- Alfred L. Creager Prize for Excellence in Creative Writing, Ursinus College, 1997
- Sigma Tau Delta (International English Honor Society), Ursinus College, 1996
- Phi Sigma Iota (International Foreign Language Honor Society), Ursinus College, 1995
- First Place in Cover Art Competition, The Lantern: The Ursinus College Literary Magazine, Spring 1994 edition
- The Steinbright Scholarship (four-year, full-tuition academic scholarship), Ursinus College, 1993 - 1997

CERTIFICATIONS/LICENSES

- Intercultural Management Certificate, ESCP Business School, 2021
- International Travel Preparation, Safety & Wellness Certificate, Johns Hopkins University, 2021
- Certified Tour Guide (CTG), International Guide Academy, 2020
- Certificate in Hospitality and Tourism Management, Florida Atlantic University, 2020
- ASTA Verified Travel Advisor (VTA) Certification, American Society of Travel Advisors, 2020
- Certified Travel Industry Executive (CTIE), The Travel Institute, 2019
- Certified Travel Counselor (CTC), The Travel Institute, 2019
- Travel Agent Proficiency (TAP) Certification, The Travel Institute, 2017
- Certified Travel Associate (CTA), The Travel Institute, 2016
- Philadelphia Tour Guide Certificate, The Association of Philadelphia Tour Guides, 2014
- International Diploma in English Language Teaching (IDELT), BridgeTEFL, 2014
- Adult and Pediatric First Aid/CPR/AED, American Red Cross, 2014 – 2016
- Certifications in “Introduction to F-1 Student Advising,” “Beyond the Basics of F-1 Student Advising,” “Mapping Short Term Education Abroad Programs,” “Introduction to Education Abroad Advising,” “J-1 Advising,” and “Introduction to Armchair International Student Recruitment”, NAFSA, 04/2015 – 11/2015
- Certificate in International Tour Management (CITM), International Guide Academy, 2013
- Basic Keelboat Sailing, American Sailing Association, 2013
- U.S. Driver’s License, 1991

PROFESSIONAL DEVELOPMENT

- Chosen by selection committee as one of 20 participants to attend the Annual Faculty Seminar of the Academy of Television Arts & Sciences; seminar was a five-day series of discussions, presentations and interactions with major studios, production companies, networks and top production and programming people, Los Angeles, CA, November 7-11, 2006
- Attended the Annual Fall Conference of the New England Faculty Development Consortium, Westford, MA, November 12, 2004
- Attended the Annual Conference of the Association for Education in Journalism and Mass Communication, Miami, FL, August 6-11, 2002

ACADEMIC SERVICE

- Global Engagement Advisory Council Founder, Neumann University, 2020 – 2022
- External Reviewer for Georgian Court University's Office of Global Education Programs, April 2022
- Faculty Advisor, Pine Manor College Radio Station, Pine Manor College, 2004 – 2009
- Committee Member, Committee on Outcomes and Assessment, Pine Manor College, 2008 - 2009
- Co-Chair, Executive Committee, Pine Manor College, 2007 – 2009
- Committee Member, Tenure-Track Marketing Faculty Position Search Committee, Pine Manor College, 2007 - 2008
- Presented during the Faculty Lecture Series regarding my experience on Semester at Sea, Fall 2007
- Conducted a mock class for Dearborn Middle School Students, Pine Manor College, Spring 2006
- Presented during the Faculty Lecture Series on using Internet resources to enhance student participation and achievement, Pine Manor College, Spring 2006
- Team-taught 2-credit honors seminar on Hurricane Katrina, Pine Manor College, Spring 2006
- Designed new course entitled "Multicultural Images in the Media" that was added to the curriculum, Pine Manor College, Spring 2006
- Reviewer, Academic Review Board, Pine Manor College, 2005 – 2006
- Committee Member, Curriculum Committee, Pine Manor College, 2005 – 2007
- Committee Member, Library Advisory Committee, Pine Manor College, 2005 – 2006
- Committee Member, First Year Experience Seminar Retention Committee, Pine Manor College, Spring 2005, Fall 2006
- Committee Member, Quantitative Reasoning Retention Committee, Pine Manor College, Spring 2005
- Committee Member, Academic Ethics Committee, Pine Manor College, 2004 – 2005
- Committee Member, Graduate Research Forum, School of Communications & Theater, Temple University, Spring 2003
- Contributed numerous articles to the Temple University School of Communication & Theater's Alumni Magazine, Fall 2001
- Compiled data for the accreditation report for the Department of Journalism, Public Relations & Advertising, Temple University, Fall 2000

CONFERENCE PRESENTATIONS

- Mintzer, J. (2003, February). Gender Portrayals in "Best Picture Nominee" Film Posters from 1991-2000. Paper presented at the Annual Temple University Graduate Research Forum, Philadelphia, PA
- Mintzer, J. (1997, May). Ms. vs. Esquire: A Comparison of the Portrayal of Women in Advertising. Paper presented at the Annual Centennial Conference Student Research Colloquium, Collegeville, PA
- Mintzer, J. (1997, May). Die Rolle der Prinzessin in Goethes "Torquato Tasso" (The role of the princess in Goethe's "Torquato Tasso"). Paper presented at the Annual Centennial Conference Student Research Colloquium, Collegeville, PA

AFFILIATIONS

- Member, NAFSA: Association of International Educators
- Member, National Writers Union
- Member, The Association of Philadelphia Tour Guides
- Member, Phi Beta Kappa
- Member, Mensa International

TECHNICAL SKILLS

- Student Exchange and Visitor Information System (SEVIS) – served as the Primary Designated School Official (PDSO) at Neumann University and as an Alternate Responsible Officer (ARO) at Cultural Care Au Pair
- Learning Management Systems (Blackboard, Canvas)
- Communication Software (Zoom, MSTeams, Gotomeeting)
- Ellucian Colleague
- Qualtrics
- Nonlinear Video Editing Software (Final Cut Pro, iMovie)
- Film/Video Production
- Adobe Photoshop
- Microsoft Office (Word, Excel, PowerPoint)
- Social Media (Instagram, Twitter, Facebook)
- Typing speed of 82 wpm
- Mac and PC use

RESEARCH INTERESTS

- Gender and Race Portrayals in the Media
- International/Intercultural Communication
- Visual Communication

TEACHING INTERESTS

- Gender and Race Portrayals in the Media
- Visual Communication
- Video Production
- Writing for Broadcast and Print Media
- Film Theory and History
- International Cinema
- Intercultural Communication
- Communication Theory
- Web Learning