

Jennifer L. Mintzer

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

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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

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

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****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 with ports of call in the Caribbean, South America, Africa and Asia****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

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) in Mass Media and Communication, Temple University, 2006**

G.P.A.: 3.76, 55 credits completed

M.F.A in Film and Electronic Media., American University, 1999

G.P.A.: 3.75

B.A., Ursinus College, 1997

Majors: English & Communication Arts, Minor: German

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

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