

PRESENTER BIOGRAPHY

Cassandra Downs

Management / Program Analyst

Office of Stakeholder Outreach and Patents Ombudsman

Cassandra Downs was hired for the Patents Ombudsman Program in 2014, as a Management/Program Analyst. The Patens Ombudsman Program helps in the facilitation and addressing of issues when an application becomes stalled in the examination process. Ms. Also assist in the coordination of the Patents Ombudsman outreach; in educating external customers on how to better utilize the program.

Ms. Downs started at the U.S. Patent and Trademark Office in 1993, with the now Office of Examiner's Support Service. Ms. Downs supported the patent examiners in the electrical art units in various administrative duties until 2007 where she became part of the Patent Appeals Center, as a Patent Appeals Specialist. The PAC facilitates workflow of applications through the appeal process; in reducing returns/remand from the PTAB. Ms. Downs has receive numerous awards including the Administrative Professions Excellence Program; where she is now a mentor to other USPTO employees of the program, Bronze Medal Award and the Exceptional Career Award.