

Cassandra Downs

Cassandra Downs joined the Patents Ombudsman Program in 2014 as a Management/Program Analyst. The Patents Ombudsman Program provides assistance to applicants and attorneys throughout the application process including initial filing, patent examination, and post examination and specializes in facilitation when an application becomes stalled in the examination process. Ms. Downs manages incoming customer concerns, tracks and performs trend analysis of those concerns to identify patent examination training needs, and coordinates outreach programs to educate external customers on how to better utilize the program.

Before joining the Patents Ombudsman Program, Ms. Downs worked as a Patent Appeals Specialist in the Patent Appeals Center (PAC). Working in the PAC, Ms. Downs was involved in streamlining the workflow of applications through the appeal process by reviewing and confirming all papers from both the examiner and the appellant prior to entering the appeals process.

Ms. Downs started at the U.S. Patent and Trademark Office in 1993 with what is now the Office of Patent Examination Support Services. Ms. Downs supported patent examiners in the electrical art units in various administrative duties such as incoming amendment entry and verifying outgoing examiner actions. Ms. Downs has received numerous awards throughout her career, including the Bronze Medal Award, the Exceptional Career Award, and an appointment to the Administrative Professionals Excellence Program (APEX) where she continues as an APEX mentor to other USPTO employees in the program.