

Richard Fernandez

Richard Fernandez is an eMod Project Manager at the United States Patent and Trademark Office. As the eMod Project Manager, he oversees the development of the new tool to replace EFS-Web and PAIR. He has extensive experience working with the Patent Electronic Business Center, and currently serves as the Manager of the entire call center. He also worked as a program analyst for EFS-Web, and provided support for PAIR. Rich received a Bachelors in Information Systems from University of Maryland Baltimore County in 2001, and started working as a federal employee at the USPTO in 2009.

Amy Stevens

Amy Stevens is a Business Analyst at the United States Patent and Trademark Office. Prior to working with the eMod and PAIR team, Amy worked extensively with the Patent Electronic Business Center (EBC) as a team lead as well as an agent on the phone. As a member of the EBC assisted customers with filing patent applications online through EFS-Web, technical troubleshooting, assistance with viewing application documentation in PAIR, and later becoming a team lead to handle customer escalations and supervise a team of 25. Amy received a Bachelor of Arts from James Madison University in 2003, started working at the USPTO in 2006, and her ITIL certification in 2009.

Lisa Tran

Lisa Tran is a Communications Manager for eCommerce at the United States Patent and Trademark Office. Currently, she is primarily responsible for communicating with stakeholders and gathering feedback for the eMod project. She also supports the EFS-Web and PAIR team. Prior to working with eCommerce, she worked in several different business units within Patents, including the technology centers, information management, and business planning. Lisa received a Bachelor of Business Administration in Management from University of Texas at Austin in 2010, and started her career at the USPTO in 2011.