

Business Methods

Virtual Customer Partnership Meeting

Opening remarks

June 9, 2021

Gladys Corcoran
Assistant Commissioner

Gladys Corcoran, in her current role as Assistant Commissioner, directly oversees technology centers responsible for examining patent applications in the technology areas of biotechnology, organic chemistry, transportation, construction, agriculture, electronic commerce, and national security.

Previously, Ms. Corcoran was a group director of Technology Center 1700, which examines patent applications in the chemicals and materials engineering arts. She served as the USPTO's director of communications and branding for the Office of the Chief Communications Officer and as a senior advisor for the associate commissioner for Patent Planning and Resources.

Ms. Corcoran began her career at the USPTO as a patent examiner examining patent applications in adhesive bonding and miscellaneous chemical manufacturing. She later became a supervisory patent examiner and acting director overseeing the chemical engineering arts and acting director overseeing the semiconductor arts. She has also served as class manager for the Office of Patent Training.

Ms. Corcoran received a Bachelor of Science in chemical engineering from the University of Virginia and a Juris Doctor from the George Washington University Law School, and is currently an active member of the Virginia bar.

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Director's update and statistics

June 9, 2021

Tariq Hafiz

Director, Technology Center 3600

Tariq Hafiz joined the USPTO in 1992 as a patent examiner and in 2016 became a director for Technology Center (TC) 3600 specializing in Business Methods. He first became a director in TC 2600 specializing in communications. Prior to becoming a director, Mr. Hafiz served as a supervisory patent examiner in Business Methods where he managed the examination of applications in the operations research technologies.

At the USPTO, he has led efforts to revamp the initial After Final Consideration Pilot to increase collaboration between the examiner and applicant. He is also a lead for examiner interview practice, which provides training to examiners as well as increases communication between the examiner and applicant. Prior to the USPTO, he worked in software development at the Computer Sciences Corporation for over three years. Mr. Hafiz earned a Bachelor of Science degree in physics from the College of William and Mary with graduate work in electrical engineering from Virginia Tech.

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Patent examination quality

June 9, 2021

Beth Boswell

MQAS, Technology Center 3600

Beth Boswell is a management quality assurance specialist (MQAS) in TC3600. She began her career at the USPTO in 2001 as a patent examiner in the Business Methods art group, specifically in the field of Operations Research. She became a supervisory patent examiner in Technology Center 3600 in 2008, supervising examiners in Operations Research. She served on a detail to the Office of the Commissioner of Patents in 2012 and also served as an expert advisor in the Office of Under Secretary and Director on matters related to issues of patent law, rulemaking, strategic planning, and policy within the USPTO from 2012-2013.

In 2018, Ms. Boswell joined her technology center's Quality Assurance team as a management quality assurance specialist. Professional accomplishments include earning a Bronze Medal award for superior federal service and an exceptional career award for exceptional service and performance. Ms. Boswell holds a Bachelor of Science degree in systems engineering from the University of Virginia and a Master of Science degree in industrial engineering from Virginia Polytechnic Institute and State University.

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External presenter

June 9, 2021

Steven I. Wallach
Of Counsel, Radulescu LLP

Steven I. Wallach is a registered patent attorney whose 35-year practice has combined complex commercial litigation with intellectual-property prosecution and transactions. He is currently Of Counsel to Radulescu LLP, a New York patent-litigation firm. He spent the bulk of his career as a partner in the Manhattan office of Pennie & Edmonds LLP.

Mr. Wallach has dealt with a wide scope of technologies, including medical devices, nanotechnology, and polymers. Much of his practice has focused on computer-related inventions, such as drafting and litigating the patent-in-suit in *State Street Bank v. Signature Financial* (Fed. Cir. 1998). He has handled trials, appeals, and ex parte matters in federal and state courts, before juries and judges, before agencies including the USPTO and the International Trade Commission, and before arbitration panels. He has litigated disputes involving patent, trademark, and copyright infringement; trade-secret and idea misappropriation; breach of patent licenses and other commercial contracts; trademark oppositions and domain-name challenges; and violations of the Administrative Procedure Act. Mr. Wallach has continually engaged in U.S. and foreign intellectual-property procurement, licensing, opinions, and counseling; he maintains a solo practice representing clients in those areas.

Mr. Wallach received a Bachelor of Science degree cum laude in electrical engineering with a concentration in computer science from The Polytechnic Institute of New York (now NYU's Tandon School of Engineering), where he accepted invitations to the Tau Beta Pi and Eta Kappa Nu honor societies. He received a Juris Doctor degree from The George Washington University Law School, where he was a winner of the intramural Giles S. Rich Moot Court Competition, earning membership on the Moot Court Board. Mr. Wallach is a Certified Licensing Professional and was selected for inclusion to the 2020 New York Super Lawyers® list.

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External presenter

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Elizabeth Chien-Hale

Partner, Appleton Luff International Lawyers

Elizabeth Chien-Hale is a U.S. attorney specializing in patent and other forms of intellectual property protection in the United States and abroad. She is currently a partner at Appleton Luff in their Silicon Valley Office. Prior to Appleton, she had a 7-year in-house career with Apple Inc. and Eaton Corp. Before going in-house, she headed the patent practice at Baker & McKenzie's Hong Kong office and worked for other law firms in Silicon Valley including Wilson Sonsini Goodrich & Rosati and Fish & Richardson.

Ms. Chien-Hale specializes in telecommunication, software/business method, and other internet-related technologies. More generally, she has substantial technical knowledge in a variety of electrical and electro-mechanical arts, including telecommunication, software, wireless and internet-enabled devices, language-based data processing, semiconductor processing, and computer-related mechanical devices. She was also involved in a number of intellectual property litigation cases, including cases in the International Trade Commission and the U.S. District Court, relating to patent infringements and trade secrets violation.

Ms. Chien-Hale has lectured and written, in both English and Chinese, on the topics of intellectual property protection and the Chinese constitutional structure. She was a research scholar at the College of Law of the Peking University. She was also a visiting scholar at the Chinese Academy of Social Sciences in Beijing. She is a registered patent attorney before the USPTO and is licensed to practice in the states of California and Hawaii, and in the District of Columbia. Her name is included in publications such as "Who's Who in America" and "Who's Who in American Law".

Ms. Chien-Hale is also an active participant in multiple professional organizations. Currently, she holds leadership positions in the Intellectual Property Law Section and the International Law Section of the American Bar Association. She is also the Vice-Chair of the CNIPA-US Bar Liaison Council. Finally, she is active in the city affairs in San Jose, serving as the President of the San Jose Downtown Residents Association.

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Routing of applications to examiners

June 9, 2021

William Kelleher
SPE, Technology Center 3600

William (Bill) Kelleher is a supervisory patent examiner (SPE) in TC3600. Mr. Kelleher's career at the USPTO began in 2006, when he started examining patent applications related to beds. After receiving full signatory authority, he served on a detail to the Central Reexamination Unit as a reexamination specialist. Bill currently supervises Art Unit 3658 where he manages the examination of applications relating to machine elements. He also serves as a lead designer and the subject matter coordinator for the USPTO's Updates to Examination Time, Application Routing, and the Utility Examiner PAP. Bill holds a Bachelor of Science degree in mechanical engineering from Boston University.

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Closing remarks

June 9, 2021

Robin Evans

Deputy Commissioner for Patents

As Deputy Commissioner for Patents, Robin Evans manages and leads patent examining functions in technology centers that examine a wide variety of technology including transportation, construction, agriculture, electronic commerce, and national security, as well as biotechnology and organic chemistry arts. She also provides executive leadership to the quality-related offices responsible for training, process improvement, quality statistics, and stakeholder experience.

Ms. Evans began her career at the USPTO as a patent examiner focused on applications in the mechanical area. She served as a supervisory patent examiner in the areas of electrical heating technology and the fluid handling technologies. She also served as a management quality assurance specialist in related fields.

Ms. Evans was selected as the first regional manager of the first USPTO regional office located in Detroit, Michigan. She was then appointed to the senior executive service as a director of Technology Center 2800. Shortly after being appointed, Ms. Evans served as the interim director of the Rocky Mountain Regional Office in Denver, Colorado. Prior to her present role, Ms. Evans served as acting associate commissioner for patent quality.

Ms. Evans holds a Bachelor of Science degree in mechanical engineering from the University of Maryland.