

Shannon Delgado, Program Manager, Business Programs Division, California Secretary of State

Shannon Delgado is a Program Manager within the Business Programs Division of the California Secretary of State. Ms. Delgado joined the Secretary of State's office in May 2008 as a Student Assistant while pursuing a Bachelor's Degree in English. Upon graduation in 2012, Ms. Delgado began working fulltime in various business areas within the Business Programs Division, advancing through the ranks, and became a Program Manager in May 2017 responsible for overseeing the division's phone management system. In September 2018, Ms. Delgado moved to the Notary, Special Filings, and UCC Section where she now helps to support 53 employees that are dedicated to appointing Notaries Public and Immigration Consultants, registering trademarks and domestic partnerships, fulfilling requests for Apostilles, filing financing statements and liens, and more.

In addition to helping provide support and oversight to the Notary, Special Filings, and UCC Section, Ms. Delgado is currently the Project Manager for the Secretary of State's chatbot, Eureka. This online search assistant makes it possible for customers to ask questions related to business entities and trademarks 24/7. Ms. Delgado led the implementation of Eureka and continues to perform the oversight of Eureka's performance and content management.