

ALESSANDRO DE VALENTI

SENIOR PRODUCT MANAGER | DIGITAL GOVERNMENT | RESPONSIBLE AI

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PROFESSIONAL PROFILE

Civic-technology product leader with 10+ years building trusted public services across municipal government, mission-driven organizations, global technology, and European public institutions. Leads multidisciplinary teams from discovery through launch, translating policy, operational, and technical constraints into clear product decisions. Experienced in responsible AI, high-consequence information systems, benefits delivery, service design, accessibility, and cross-agency implementation.

CORE EXPERTISE

Product Strategy | Responsible AI | AI Governance | Digital Government | Public Benefits | Service Design | User Research | Information Quality | Product Analytics | Accessibility | Cross-Agency Delivery | Stakeholder Facilitation | Open Source

PROFESSIONAL EXPERIENCE

San Francisco Mayor's Office of Civic Innovation | Senior Product Manager

May 2022 - Present | San Francisco, CA | Hybrid

- Lead product strategy for responsible-AI and digital-service initiatives across four departments, aligning program owners, frontline staff, engineers, legal, privacy, and community partners around shared delivery roadmaps.
- Shipped an AI-assisted knowledge pilot for frontline teams with source ownership, citations, access controls, evaluation criteria, human review, and escalation paths for consequential guidance.
- Reduced average policy and service-information retrieval time by 35% during the pilot while establishing a reusable model for when AI should assist, defer, or decline.
- Directed the City's service inventory and digital-maturity assessment, giving department leaders a shared view of resident-facing services, delivery risk, and improvement priorities.
- Partnered with housing, digital-services, and community teams to improve the DAHLIA affordable-housing journey through multilingual research, clearer applications, and better status visibility.
- Created reusable playbooks for human-centered design, rapid prototyping, accessibility, and ethical data use across City product teams.

Google | Product Manager, Search & Maps - Civic Information

Jul 2019 - Apr 2022 | New York, NY

- Owned the roadmap for authoritative civic-information experiences across Google Search, Maps, Assistant, and the Google Civic Information API.
- Led the 2020 U.S. voting-location launch, making more than 200,000 official polling places and ballot drop boxes discoverable through Google products.
- Defined requirements for ML-supported source quality, geographic matching, confidence thresholds, freshness monitoring, and withholding low-confidence results.
- Coordinated product, engineering, design, policy, trust-and-safety, election officials, and data partners to establish update and escalation workflows across all 50 states.
- Expanded API tools and guidance for developers, nonprofits, and civic platforms delivering authoritative voter information.
- Adapted the team's quality and escalation model for other rapidly changing public information while mentoring early-career product managers.

PROFESSIONAL EXPERIENCE - CONTINUED

Code for America | Product Manager

Jul 2015 - Jul 2017 | Oakland, CA

- Managed discovery and delivery for a combined SNAP, WIC, and Medicaid application piloted across three county agencies serving 180,000 households annually.
- Increased application completion by 19% and reduced mobile abandonment by 23% through usability testing and iterative form redesign.
- Reduced average eligibility-processing time from 19 days to 13 by launching secure document upload and automated status notifications.
- Conducted more than 80 research sessions with applicants, caseworkers, legal-aid teams, and community advocates to set the product roadmap.
- Published an open-source service-design toolkit later adapted by 12 municipal and state programs.

European Commission, Joint Research Centre | Junior Research Fellow, Digital Public Services

Jun 2014 - Jun 2015 | Ispira, Italy

- Supported comparative research on digital public-service delivery, examining identity, interoperability, accessibility, and administrative burden across European government portals.
- Built a prototype workflow and evaluation rubric for cross-border service eligibility, translating research findings into practical recommendations for public administrators.
- Synthesized interviews, service data, and policy research into briefs for multidisciplinary teams working on trustworthy and inclusive digital government.

EDUCATION

Harvard Kennedy School | Master in Public Policy

2017 - 2019 | Cambridge, MA

Focus in technology policy, program evaluation, and public management. Capstone on improving digital benefits renewals with a state health and human services agency.

Politecnico di Torino | Laurea in Ingegneria Informatica

2011 - 2014 | Turin, Italy

Bachelor's degree in Computer Engineering with study in software engineering, data systems, and human-computer interaction.

Stanford University | Summer Session, Visiting Undergraduate

Summer 2013 | Stanford, CA

Specialized summer study connecting human-centered design, technology, and public institutions.

CREDENTIALS AND LANGUAGES

Artificial Intelligence Governance Professional (IAPP), 2025 | Generative AI Leader (Google Cloud), 2026

Italian (native) | English (fluent)