

ALESSANDRO DE VALENTI

SENIOR PRODUCT MANAGER | DIGITAL GOVERNMENT | RESPONSIBLE AI

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PROFESSIONAL PROFILE

Senior product manager with 12 years delivering digital public services across municipal government, Google, Code for America, and the European Commission. 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 | Digital Government | Responsible AI | AI Governance | Service Design | User Research | Information Quality | Product Analytics | Accessibility | Cross-Agency Delivery | Stakeholder Facilitation

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 practices 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 guidance for developers and civic platforms, then adapted the team's quality and escalation model to other rapidly changing public information.

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.

PROFESSIONAL EXPERIENCE - CONTINUED

Code for America | Product Manager (continued)

- 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, translating findings into the roadmap and an open-source toolkit later adapted by 12 public programs.

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

Jun 2014 - Jun 2015 | Ispra, 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.

Stanford University | Summer Session, Visiting Undergraduate

Summer 2013 | Stanford, CA

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

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.

CREDENTIALS AND RECOGNITION

2026 | Generative AI Leader, Google Cloud

2025 | Artificial Intelligence Governance Professional, International Association of Privacy Professionals

2025 | Mayor's Award for Responsible Innovation, City and County of San Francisco

2021 | Civic Information Impact Award, Google

Languages | Italian (native), English (fluent)