

AARON TAYLOR

SENIOR PRODUCT MANAGER | DIGITAL GOVERNMENT | PUBLIC BENEFITS AND SERVICE DELIVERY

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PROFESSIONAL PROFILE

Civic-technology product leader with 10+ years building accessible public services across nonprofit, municipal, and global technology organizations. Leads multidisciplinary teams from discovery through launch, translating policy, operational, and technical constraints into clear roadmaps and measurable outcomes. Experienced in benefits delivery, service design, accessibility, procurement, and cross-agency implementation.

CORE EXPERTISE

Product Strategy | Roadmap Development | Digital Government | Public Benefits Delivery | Service Design | User Research | Product Analytics | Accessibility | Agile Delivery | Government Procurement | Vendor Management | Open Source | Stakeholder Facilitation | Policy Implementation

PROFESSIONAL EXPERIENCE

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

May 2022 - Present | San Francisco, CA

- Lead product strategy for cross-department initiatives spanning housing, homelessness, economic recovery, public health, and citywide service delivery.
- Evolved Civic Bridge engagements into a repeatable delivery model covering discovery, prototyping, implementation, and handoff with City departments and pro bono partners.
- Directed product work on the City's service inventory and digital-maturity assessment, giving department leaders a shared view of resident-facing services and improvement priorities.
- Partnered with housing, digital-services, and community teams to improve the DAHLIA affordable-housing journey, including multilingual research, application clarity, and status visibility.
- Established quarterly portfolio reviews combining resident research, service data, policy constraints, and delivery risk to focus teams on the highest-value problems.
- Created reusable playbooks for human-centered design, rapid prototyping, accessibility, and ethical data use across City teams.

Google | Product Manager, Search & Maps - Civic Information

Jul 2019 - Apr 2022 | New York, NY

- Owned the roadmap for civic-information experiences across Google Search, Maps, Assistant, and the Google Civic Information API.
- Led the 2020 U.S. voting-location launch, surfacing more than 200,000 official polling places and ballot drop boxes through the Voting Information Project.
- Coordinated product, engineering, design, policy, trust-and-safety, and partner teams to establish update and escalation workflows for election data across all 50 states.
- Expanded tools and documentation for developers, nonprofits, and civic platforms using the free Civic Information API to deliver authoritative voter information.
- Helped adapt crisis-response patterns for authoritative information in Search and Maps, including source-quality, accessibility, and rapid-launch reviews.
- Mentored early-career product managers and represented the team with election officials and civic-technology partners.

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 80+ research sessions with applicants, caseworkers, legal-aid teams, and community advocates to prioritize the product roadmap.
- Published an open-source service-design toolkit later adapted by 12 municipal and state programs.

City of Boston | Mayor's Office of New Urban Mechanics | Civic Technology Fellow

Jun 2014 - Jun 2015 | Boston, MA

- Designed and tested a multilingual constituent-services prototype that reduced unresolved requests by 18% in two participating neighborhoods.
- Built a public dashboard summarizing service-request trends across 25 city departments.
- Supported a pilot enabling residents without permanent addresses to receive digital housing and benefits notices.
- Presented research and pilot findings to city product, operations, and community-engagement staff.

EDUCATION

Harvard Kennedy School | Master in Public Policy

2017 - 2019 | Focus in technology policy, program evaluation, and public management

Capstone: Improving digital benefits renewals in partnership with a state health and human services agency

Stanford University | Bachelor of Science, Symbolic Systems

2011 - 2015 | Concentrations in Human-Computer Interaction and Political Science

Senior project: Accessible digital intake patterns for municipal service requests

CIVIC TECHNOLOGY ENGAGEMENT

- Volunteer product mentor for early-career public-interest technologists and government digital-service fellows.
- Contributor to open-source accessibility checklists and service-design templates for public-sector teams.
- Occasional speaker at practitioner meetups and university workshops on product management in government.