

Executive Vice President, Chief Technology & Innovation Officer, AAA-ICDR®

Diana Didia is the executive vice president and chief technology and innovation officer at the American Arbitration Association–International Centre for Dispute Resolution® (AAA-ICDR®), where she leads the organization’s digital transformation and innovation strategy. With more than 30 years of experience delivering technology-driven change across industries, Diana is recognized for advancing the role of responsible AI and emerging technologies in modernizing alternative dispute resolution.

As a trusted partner to the CEO and executive team, Diana shapes organizational strategy while providing vision and oversight for enterprise-wide systems supporting over 850 employees and 5,000 panelists who administer more than 500,000 cases each year. She has positioned the organization at the forefront of legal technology by championing AI solutions in areas such as intelligent case routing, legal document summarization, and decision-support systems—enhancing both operational excellence and user experience.

A sought-after speaker and thought leader, Diana frequently represents the AAA-ICDR at global industry conferences and forums, where she shares insights on the future of AI, cybersecurity, and innovation in legal services. Her work has established AAA-ICDR as a leader in responsible technology adoption, setting new standards for efficiency, security, and accessibility in alternative dispute resolution.

Diana is a graduate of the University of Michigan College of Engineering and holds GIAC certification in information security leadership.