DIANA KIDD

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Digital Transformation | Data Analysis | Information Governance | Business Process Analysis

PROFESSIONAL SUMMARY

Strategic and results-driven systems analyst with over a decade of experience in driving digital transformation, integrating ERP and CRM software applications, and leveraging data business intelligence to align with organizational goals. Skilled in collaborating across business units to implement scalable digital solutions, optimize processes, and ensure compliance with regulatory standards. Passionate about fostering innovation, enhancing operational efficiency, and leading high-performing teams to achieve strategic outcomes.

AREAS OF EXPERTISE

- ✓ BI Development
- ✓ Digital Transformation
- ✓ UI/UX Design
- ✓ Business Process
- ✓ Agile/Scrum
- ✓ Data modeling
- ✓ Privacy Legislation
- ✓ Data Quality
- ✓ ERP System
- ✓ PII Management
- ✓ Data Governance
- ✓ Stakeholder Collaboration

CAREER HIGHLIGHTS

BI & Visualization Leadership: Designed and deployed scalable dashboards and reporting solutions using Power BI and Tableau, driving self-service analytics adoption across multiple departments.

Strategic Application Management: Led the full lifecycle of enterprise applications (ERP, CRM), optimizing business operations and ensuring high user adoption and process efficiency.

Regulatory Compliance & Risk Management: Developed privacy programs and compliance frameworks aligning with FOIPPA and data protection policies.

Process Optimization: Streamlined operational workflows, improving efficiency and service delivery through automation and advanced analytics.

Cross-functional Collaboration: Worked closely with finance, marketing, and operations teams to translate business requirements into technical design documentation for effective analytics solutions.

PROFESSIONAL EXPERIENCE

Records and Privacy Coordinator
Columbia Shuswap Regional District – Salmon Arm, BC (March 2023 – Present)

- Spearheaded enterprise-wide digital records transformation, ensuring regulatory compliance with the Information Management Act, and the Freedom of Information and Protection of Privacy Act.
- Provided strategic oversight for the implementation and governance of records management applications, optimizing data quality and enhancing information accessibility and retrieval.
- Developed privacy impact assessments to support data governance and mitigate organizational risks.
- Led training and adoption efforts, ensuring staff engagement with digital solutions to improve operational efficiency, access and retrieval of records.
- Collaborated with system users and external vendors to optimize application performance.

Systems Analyst (Data Analyst, Business Analyst)
Akhurst Machinery – Delta, BC (October 2015 – March 2023)

- Partnered with cross-functional teams to align technology solutions with business objectives, driving strategic initiatives.
- Designed and developed Microsoft Fabric data pipelines and Power BI report dashboards to explore KPIs, driving actionable business insights to improve sales performance and operational efficiency.
- Identified, troubleshot, and resolved system issues to ensure smooth operational functionality.
- Researched, recommended, and implemented workflow solutions for enhanced system operations.
- Improved data quality and security, reducing data errors through user training and data management.

Systems Engineer
Semios Technologies – Vancouver, BC (December 2013 – January 2015)

- Designed and implemented enterprise geo-spatial software solutions, enhancing data-driven farm management operations with an interactive digital dashboard.
- Led an agile team through the software development lifecycle, ensuring on-time delivery and alignment with user requirements.
- Automated data pipelines and implemented data quality assurance processes, improving reporting accuracy and efficiency.

Interactive Project Manager
Nu Experience Design Inc. – Vancouver, BC (May 2009 – August 2013)

- Designed and developed websites with custom HTML, PHP, JavaScript, CSS, and through WordPress, Joomla, and Drupal.
- Managed webservers, DNS settings, PHP version control and updates, including troubleshooting and resolving issues with servers.
- Managed MySQL databases, proficient in executing SQL and Power Query (M) queries to modify entries and support ETL practices for data integration and data modelling. Preparing data for analysis, reporting, and ensuring data quality for data visualization including extraction, transformation and loading.
- Led strategic planning sessions, defined scopes, managed resources and oversaw schedules in line with stakeholder specifications.

EDUCATION

- **Bachelor of Science**, Major: Interactive Technology, Minor: Business Administration
  Simon Fraser University, BC (2009)
- **Certificate**, Cybersecurity
  Google, Coursera (2024)
- **Certificate**, Data Science: Visualization
  Harvard University, EdX (2024)