

Eve Duchene

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PROFESSIONAL SUMMARY

Executive Assistant and Technical Operations Partner with 33 years of experience supporting senior leadership in Silicon Valley semiconductor and hardware environments. Known as a “Technical Detective” for exceptional troubleshooting, discretion, and operational excellence. Skilled in managing complex IT projects, executive support, and cross-functional coordination with a strong foundation in hardware lifecycle management and end-user support. Fluent in oral Mandarin and Taiwanese, with a proven ability to thrive in fast-paced, high-stakes environments.

CORE COMPETENCIES

- Executive & VIP IT Support (Onsite & Remote)
- White Glove Service & Confidential Operations
- Hardware Lifecycle & Device Fleet Management
- Cross-Platform Troubleshooting (Windows, macOS, iOS, Android)
- Collaboration Tools: Microsoft 365, Teams, Zoom, Slack
- Network Fundamentals: VPN, Remote Access, Wi-Fi
- AV & Executive Meeting Support
- Incident Documentation & Knowledge Sharing
- Vendor & Stakeholder Coordination
- Bilingual: Fluent Mandarin & Taiwanese (Oral)
- IT Project Leadership & System Transitions
- Google Workspace End-User Support & Collaboration
- Escalation Point for Complex Technical Issues

PROFESSIONAL EXPERIENCE

Modules Technology — San Jose, CA

Executive Assistant / Technical Operations Partner

1993 – Present

- Provide mission-critical, high-touch support to senior leadership, acting as a confidential gatekeeper for sensitive operational and financial data.
- Lead end-to-end device lifecycle rollouts including procurement, configuration, OS/app setup, testing, deployment, and user transition.
- Manage organizational-wide system transitions such as Google Workspace migrations, collaborating with admins and vendors to ensure seamless access and functionality.

- Serve as senior escalation point for complex, high-impact technical issues involving executives and critical operations, coordinating with engineering and vendors to resolve root causes.
- Coordinate international travel logistics with precision, ensuring secure and efficient itineraries for executives.
- Support executive meetings and events with AV setup, troubleshooting, and real-time issue resolution.
- Maintain strict confidentiality in handling business, intellectual property, and personnel files.
- Document technical issues and solutions, contributing to internal best practices and knowledge sharing.

EDUCATION & TECHNICAL SKILLS

- Calbright College — Coursework in Information Technology & IT Support
- Platforms: Windows (v3.0 – 11), macOS, Microsoft 365, VPNs, Remote Access Tools
- Tools: Teams, Zoom, Slack, Basic Active Directory Support Exposure
- Languages: Fluent Oral Mandarin & Taiwanese

ADDITIONAL INFORMATION

- Resume font preference: Georgia 11, clean and factual style
- Side gig interest: AI Data Labeling ([DataAnnotation.tech](https://dataannotation.tech))
- Monthly Uber budget: \$250
- Hulu subscription reduced from \$32.99 to \$19.99
- Monthly surplus: \$21.24 after bills and side gig income