**Conor Langan**

|  |  |
| --- | --- |
| 36 Willsbrook Crescent  Lucan  Co. Dublin  Ireland | Mobile +353 (0)87 235 2366  Email [conorl67@gmail.com](mailto:conorl67@gmail.com)  [www.linkedin.com/in/conor-langan/](http://www.linkedin.com/in/conor-langan/) |

**Profile**

I am an experienced and professional Country General Manager working in the high-tech engineering sector with strong strategic leadership, full P&L responsibility, operational and commercial skills. A leader with good interpersonal skills who is capable of working on own initiative. An excellent communicator who builds lasting customer relationships, is deadline and results driven, committed to high standards of operational excellence and performance whilst sustaining healthy margins.

**Core skills & Competencies**

|  |  |
| --- | --- |
| * Strategic Leadership in Fast Paced Environment * B2B Customer Service * Troubleshooting & Problem Resolution | * People Management & Development * Multinational Account Management * Engineering & Technology |

**Key Achievements**

* Managed financial performance, annually meeting/exceeding revenue, margin & budget targets.
* Delivery capital equipment ramp ahead of schedule, below budget & zero safety incidents
* Established strategic customer relationships and securing 100% post warranty contract sales.
* Lean Installation Cycle Time project delivered 31% improvement.
* Developed WW Troubleshooting program, parts usage reduced 25% & uptime increased 1%.
* Staffed, scheduled & delivered in budget a 9 month upgrade program with zero output impact.
* Established European Flex Support team for short term WW projects support.

**Career History**

**Ireland & UK Account Manager 2013 – 2016 & Country General Manager & ASML Ireland & UK** [www.asml.com](http://www.asml.com)

* Managed team of 70 staff with 6 direct reports.
* Revenue in excess of €600M.
* Full P&L responsibility.
* Managed OpEx budget in excess of €30M.
* Delivered high value capital projects on time, within budget & without safety incidents.
* Delivered operational KPI’s in high value fast paced hi-tech operations.
* Established strong successful strategic business relations and customer intimacy programs.
* Negotiated contracts, SoW and performance management of suppliers and contractors.
* Developed BKM’s & exchanged learnings and BiC performance with peers worldwide.
* Implemented OPEX, Lean, Continuous Improvement and Problem Solving programs.
* Developed safety mission, safety manual and implemented safety programs.
* Developed talent to reach their potential and established company succession plans.

**European Service Operations Manager ASML 2010 – 2013 Country General Manager & Ireland & UK**

* Managed Team of 140 staff with 10 direct reports.
* Managed WW multi-cultural project teams, virtual & face to face.
* Negotiated contracts and SoW with suppliers and contractors.
* Established Flex Team to support transitory capacity needs at ASML locations WW.
* Established GSC responsible for WW technical escalation management.

**Country General Manager, ASML Ireland & UK 2007 – 2010**

* Managed Team of 120 staff with 12 direct reports.
* Formulated & managed UK restructure following closure of major UK customer facility.
* Developed European Safety Statement & Safety Manuals for Ireland & UK.
* Coached and developed engineering and management high potential staff.

**Country General Manager, ASML Ireland 2001 – 2007**

* Developed quality & reliability roadmap - equipment, process and customer experience
* Embedded *Continuous Improvement* & *Lean* culture at ASML Ireland.
* Statutory Director for ASML Ireland Ltd (continued until Dec’16).
* Worked with product marketing to turn customer requirements into commercial products.

**Site Manager - Intel Ireland, SVG Ireland 1995 – 2001**

* Managed team of 80 staff with 8 direct reports across 3 business lines. Revenue >€200M.
* Managed 3 major installation & start up projects, excess of 150 pcs capital equipment.
* Developed performance & reliability program implemented at WW Intel sites.
* Introduced Quality Program and secured ISO 9001 accreditation with NSAI.

**Lead Customer Support Engineer – SVG Ireland 1992 – 1995**

**Technical Support Engineer - Riva Hugin-Sweda SVG UK & Ir 1988 - 1992**

**Education History**

Masters Business Administration (MBA) Open University 2005

Management (BA Hons) Open University 2001

Electronic Engineering (Dip - BEng) DIT 1988

**Professional Training & Skills**

Powerful Presentations ASML Training 2013

People Performance Management ASML Training 2012

Leadership Capability Program ASML Training 2011

Successful Negotiations ASML Training 2008

Professional Leadership Program Erasmus, Rotterdam 2006

Problem Solving Kepner Tregoe 2001

Computer literate and fully proficient with all MS Office and SAP packages

**Interests and Hobbies**

* Family
* Member of Lucan Sarsfields GAA club
* Music, play guitar with friends and attend music concerts
* Keen swimmer

**References available on request**