

Waqas Moghal



Consultant, Asia Pacific Region

COPC Inc.

Waqas Moghal is a customer experience consultant and trainer of COPC® Service Standards with more than 16 years' experience in enterprise service management in an outsourcing industry.

Prior to joining COPC Inc., Waqas was the General Manager for Conduent (previously known as Xerox Business Services), an IT Outsourcing company in Kuala Lumpur. Prior his tenure in Conduent, he held regional roles within Asia Pacific, UK, Ireland and Xerox Business Services in Malaysia. He has also driven his organization to adopt the COPC Standards in 2017.

Waqas has wealth of experiences in managing operations, and best known for service and operation performance management and improvement. He has worked with clients throughout Asia Pacific region, as well as Europe and US based in various industries in turning around operations from underperforming to high performance organizations.

Waqas holds an MBA degree from Cardiff Metropolitan University and a software engineering degree from Staffordshire University.

Waqas Moghal
wmoghal@copc.com
+60 12 626 4604