



DTE Energy®



Joyce Hayes-Giles

Senior Vice President, Customer Service
DTE Energy

Joyce Hayes-Giles, is senior vice president, customer service, at DTE Energy (NYSE: DTE), a diversified energy company involved in the development and management of energy-related businesses and services nationwide. She is responsible for providing customer service, which includes call centers, business offices, billing services, meter reading and credit and collection for MichCon and Detroit Edison.

Hayes-Giles joins DTE Energy having previously served as vice president, corporate resources at MCN Energy Group Inc., the former parent company of Michigan Consolidated Gas (MichCon), a natural gas utility serving 1.2 million customers in more than 500 communities throughout Michigan. When MCN Energy Group merged with DTE Energy in 2001, MichCon became a principal operating subsidiary of DTE Energy.

Hayes-Giles joined MichCon as manager of compensation in 1978. Through various director-level positions during the 1980s and 90s, she led employees in customer relations, material management, administrative services, customer information and physical assets. She was appointed vice president of corporate resources in 1996. Prior to joining MichCon, Hayes-Giles worked at the Automobile Club of Michigan, Chrysler Corp. and Connecticut General Life Insurance Co.

Hayes-Giles earned a bachelor of arts degree in psychology from Knoxville College. She earned a master's degree in industrial relations and personnel management from the University of Detroit and a law degree from Wayne State University Law School.

Her professional affiliations include membership in the Detroit, State of Michigan and Wolverine bar associations; the Women's Economic Club of Detroit; Leadership Detroit Alumni Association; Delta Sigma Theta Sorority, Inc.; and The Links, Inc. Hayes-Giles serves on both the local and national board of directors of the American Association of Blacks in Energy. In addition, she serves on the board of directors of the Urban League, the NAACP-Detroit Chapter, Marygrove College, Music Hall, and the Michigan Minority Business Development Council. Hayes-Giles is a life member of the NAACP.

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Biography