



Joy P. Mendoza

Team Leader, Utilities Group

It's been 15 years since Joy joined Meralco, but in that time, she has managed to acquire a lifetime of knowledge.

"I think the key to being a successful relationship manager is understanding the customer's business. If we understand a customer's long term plan or strategic direction, we are able to prepare and recommend for their energy needs."

Her team services utilities companies that provide water (Maynilad and Manila Water) and telecommunications (PLDT, Smart and Globe); business process outsourcing firms (such as Convergy, Sitel Philippines Corp., and Sykes Asia); educational institutions (including the Ateneo de Manila, the University of Santo Tomas, and De La Salle University); shipping terminals (Asia Terminals and International Container Terminals, Inc); and corporations involved in paper and packaging.

Working with so many clients means Joy has numerous opportunities to engage in truly noteworthy projects. She advocates for innovative technologies such as Electric Vehicles (EV) and was key to closing and implementing the EV ecosystems in Ateneo de Manila University and De La Salle University, Laguna. She also champions the IT and Business Process Association of the Philippines within Meralco to find more ways to collaborate, on BPO-centric issues, challenges, and roadmaps.

Asked how she and her team can manage such a large and diverse group of customers, Joy's answer is simply: balance.

"It's important to balance customer service with sales. There always is a way to balance business and organizational goals. We are our customers partner for progress. We don't say it cannot be done, but we find solutions that benefit our customers and Meralco."

Joy is a Public Administration graduate from the University of the Philippines, Diliman.