

# NEW ROLES AT MYTRUCKING

**MyTrucking recently celebrated eight years and has made two appointments to new roles in the business, all to continue excellent customer service.**

**M**yTrucking transport management software has helped to transform the transport industry. More than 500 businesses in New Zealand, Australia and the UK enjoy a reduced paper load, saving a truckload of time and streamlining their processes.

The company recently celebrated eight years and had two staff members move into new positions, taking on greater leadership roles.

Nikola Berryman has stepped up to be the head of customer success for MyTrucking and will be looking after the sales and support team, working to ensure support remains top-notch and that the onboarding process continues to improve.

"I'll still be working in the business doing what I've always done, helping potential customers through the trial process, bringing them on board and helping current customers get the most out of the programme, but I'll now be doing it from a leadership perspective. It's important to me to continue working with the team in this capacity so I don't lose touch with the customers and the programme."

Nikola has been with MyTrucking for three years after she and her family moved to New Zealand from Australia in January 2019. Her career has been based on the livestock and transport industries, a love that grew from her childhood spent on a cropping and livestock farm near North Star, which is part of the 'Golden Triangle', an area renowned for cropping in Northern NSW.

"As a kid, we had trucks pulling up and

taking livestock and grain, and I would take trips in our International Acco 2150A – with 555 Cummins motor and 13-speed Roadranger gearbox – to the North Star grain silos with my dad during grain season.

"Growing up on the land – and my previous work history – has certainly given me an advantage in understanding our customer base and the challenges they face in the transport industry. With MyTrucking, I can help them improve their processes, which in turn improves their life."

Nikola started out working in the livestock office for an abattoir in Australia, dealing with consignments and quantities, as well as liaising with the stockyards and transporters. It was through this job she met Robert Cavanagh (Cav), the managing director of Cavanagh's Transport and Stockmaster.

"Cav was the main transporter for the abattoir, and I went to work for him after my time at Bindaree Beef. I was responsible for the bookkeeping, payroll, and liaising with truck drivers, mechanics, buyers, and farmers. I also introduced Xero across the two companies after using Translogix for many years. In my opinion, it is just as important for the transport industry to keep up with technology as it is any other industry."

Cav, a well-known and respected name in the Australian transport industry, ran what Nikola describes as a "tidy" operation. Stockmaster had a fleet of 35 trucks, while Cavanagh's had about 10 trucks. Stockmaster operates out of a large depot in Tamworth, with stockyards and a big workshop on-site.

Now, she brings her industry knowledge to MyTrucking, and says the best part of her role is the customers she gets to help daily.

"They're all hard-working, genuine people. I like their straight-talking, no bullshit attitude, and I always get a good laugh out of them. They're fun, have quirky sayings, and are just good people."

Natalie Beckham has moved into the

role of business development manager for MyTrucking. Nat has a long history in the transport industry and is passionate about trucks and the people who run them.

"The transport industry drives the world. There's nothing you can buy that hasn't been on a truck at some point. I think Covid has helped highlight that, for sure."

Nat has been with MyTrucking for nearly four years and recently moved back to her hometown in the Western Bay of Plenty. She works from home but spends plenty of time clocking up miles on the road visiting customers.

"A key part of my role is road trips, visiting customers, giving demos to those looking for a job management solution, and helping to finetune the setup for those who are just getting started with MyTrucking. Relationship building and understanding their business is key to helping them tailor MyTrucking to suit their needs."

"Working for MyTrucking is a great fit for me. We have an amazing team of people, and our customers are some of the most down to earth, hard-working people I've ever met. And the cherry on top is that MyTrucking is an excellent piece of software that I'm proud to advocate for."



**Nikola Berryman**, head of customer success for MyTrucking.

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