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**ISUZU BOOSTS FLEET OPERATIONS WITH NEW APPOINTMENT**

Further boosting its capabilities in the area of customer care and support, Isuzu Australia Limited (IAL) is pleased to announce the appointment of industry veteran, Patrick Ryan, as the brand’s new National Fleet Training & Handover Manager.

Mr Ryan joins at a pivotal moment for Isuzu Australia, which is on the cusp of releasing an [all-new model range](https://www.content.isuzu.com.au/news-articles/new-model-for-a-safer-tomorrow/) throughout the course of this year.

First turning a spanner as an apprentice mechanic in 1978, Mr Ryan joins [the country’s top truck brand](https://www.content.isuzu.com.au/news-articles/standard-set-with-36-years-of-truck-market-leadership/) with a grounding of technical knowledge backing his sales and training expertise within the heavy vehicle industry.

In recent years, he’s forged a specialty role training staff in undertaking professional handovers to customers, ensuring an unrivalled beginning to the brand and ownership experience.

“With Isuzu introducing a new product range to market, it’s an incredible opportunity to join the brand,” said Mr Ryan.

“Isuzu is going to great lengths to educate all its people and dealers on the new product, and we need to impart that knowledge to fleet customers to ensure they are getting the most out of the current model and then the new trucks when they come to market.

“I have never seen such a dynamic change in the industry. What Isuzu is doing with the new model and into future drive train technology, such as EV, is incredibly exciting for a heavy vehicle veteran like me.”

Complementing its zone allocation model for non-fleet buyers, the IAL Fleet department has introduced dedicated National Key Account Managers, working directly with large-volume truck buyers to ensure efficient operation and maintain critical relationships for the brand across the country.

IAL National Fleet Sales Manager, Grant Walford, said Mr Ryan’s appointment would support the Isuzu Trucks Dealer Network, alongside the Fleet team, whose focus would remain on delivering the right solutions for customer’s requirements.

“Our dedicated National Key Account Managers will continue to handle the broader sales process, but we know that with significant industry change and technology growth, we had to look at providing that next crucial part of the fleet relationship,” said Mr Walford.

“Patrick is a welcome addition to Isuzu with his expertise in facilitating handovers that ensure the customer gets the very best out of the product.

“Our new model range brings with it a raft of updates, and Patrick’s deep knowledge of how to showcase these features to our customers will help them to utilise the trucks in the best possible way.”

Mr Ryan’s role as National Fleet Training & Handover Manager is a long-term prospect, going beyond the handover process to becoming the ongoing point of contact for Isuzu fleet customers throughout their ownership process.

This will see him working closely with Isuzu’s far-reaching Dealer Network—which will continue to handle delivery and aftersales services—to understand the many and varied needs of Australian transport operators.

“I fully appreciate the diversity of Australian trades and industry; it is not a one-way street,” Mr Ryan commented.

“Dealerships are integral in the customer experience, and together, we will continue to deliver the premium experience that keeps customers coming back to Isuzu time and time again.”

**ends**

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