

Adrian Aymont

Senior Enterprise Customer Success Manager • Public Sector & Fleet Telematics

Toronto, ON

PROFESSIONAL SUMMARY

Enterprise Customer Success Manager who owns a ~US\$7M annual book of 140–150 government and industrial fleet customers, with 115% net revenue retention. Eight years in fleet telematics and IoT, from technical support through product and project management to enterprise Customer Success.

The person customers call for the hard problems: statewide DOT rollouts, multi-site camera deployments, billing disputes and integrations nobody else owns. Hands-on with Geotab down to device, firmware and API level, and builds AI tools that turn hours of customer reporting into minutes.

CAREER HIGHLIGHTS

- **Book of business:** 140–150 accounts and 25,000–30,000 active subscriptions on recurring monthly billing, worth about US\$7M a year.
- **Retention:** 115.5% net revenue retention and 90% logo retention (2025 vs. 2024).
- **Expansion:** Grew three public-sector accounts roughly 45x, 17x and from zero to six figures, each within 24 months.
- **Closing:** 112 deals won at a 71% win rate. Closed a global toll-road operator's rollout after a two-year pursuit: 700–800 recurring subscriptions.
- **Customer outcomes:** Flagged a new BC dashcam mandate before a forest-products customer knew about it, giving them a six-month compliance runway. Cut a BC municipality's fleet reporting from 4–8 hours to 5 minutes.

EXPERIENCE

GoFleet Corporation / ZenduIT | Mississauga, ON

Sept 2018 – Present

Fleet telematics and IoT provider (Geotab reseller and hardware partner) serving government, forestry, waste, construction and logistics fleets.

Customer Success Manager, Enterprise & Public Sector

Jan 2025 – Present

Titles held: Success Manager; Manager, Customer Success; Customer Success Manager

- Own 140–150 enterprise and government accounts across Canada and the US (~US\$7M annual billing), with 115.5% net revenue retention and 90% logo retention. Run 8 concurrent executive cadences, including state DOTs, cities and a water utility.
- Closed and launched a global toll-road operator after a two-year pursuit: a 700–800-unit recurring-subscription rollout. Negotiated the Geotab API plan, stood up the database and built the ordering and consolidated-invoicing flow.
- Spotted British Columbia's new forward-facing dashcam mandate before a major Canadian forest-products customer knew about it, giving them a six-month compliance runway and opening a camera upsell. Secured the customer a place in Geotab's satellite-device pilot for equipment working outside cellular coverage.
- Retained the same four-entity account through tariffs, mill shutdowns and flooding. Managed a 20–30-unit subscription transfer to its harvesting partner.
- Led a voice-of-customer study (26 surveys across 10 industries) and presented ranked product requests to the whole company and the Product team.
- Grew a county parks account roughly 45x and a municipal fleet from zero to six figures. Closed a career-largest six-figure equipment-tracking deal with a national construction firm.
- Resolved a year-long billing reconciliation for a state DOT customer. Negotiated a vendor credit to cover the customer's labour on a hardware replacement.
- Built AI-assisted Geotab add-ins for customers: a BC municipality's reporting cut from 4–8 hours to 5 minutes (500–600 vehicles), a state DOT report built in 12 minutes that replaced 1–2 days of work, and an order lookup for a waste-management customer saving 15–20 minutes per meeting. Also built a driver safety scorecard that runs entirely in the customer's browser.
- Facilitate the Government Customer Advisory Group with three state agencies (rated 9/10 in post-event feedback).
- Coordinate a small CS pod alongside a full book: run 1:1s, onboard new hires and sit on hiring panels.

Enterprise Project Manager & Success Channel Manager

Jun 2020 – Dec 2024

Titles held: Success Manager; Partner Account Manager; Success Channel Manager

- Project Manager of record for a western US state DOT's statewide AVL and telematics program since 2021, across Regions 1–5. Wrote the regional install plans attached to the work orders and five training manuals, and delivered the training. Multi-year contract running through 2030.
- Turned around the DOT's custom Automated Spreader Log build when it was at risk in early 2024, running the issue log, developer sprints and customer sessions that got it back on track.
- Named Proposal Manager on a forestry contractor's dashcam contract: wrote the statement of work, risk register and acceptance criteria. Delivered 150–200 camera units, each on a three-year recurring subscription, across 16 sites in Canada and the US over one winter, despite roughly 30 mid-project cancellations.
- Delivered a 200–250-vehicle recurring camera-subscription rollout across 19 sites in the US and four provinces for a North American recycling company. Traced a recurring data fault to its root cause and restored a month of the customer's scorecard data. Steered them to a licence upgrade that cost less than a separate BI subscription.
- Led a multi-phase Geotab deployment for an Ontario regional municipality (pilot, rollout, ArcGIS integration).
- Managed 23 key enterprise accounts. Delivered a record personal quoting year in 2024.
- Managed a reseller channel of 8+ partners across the US, UK, Caribbean and LATAM. Ran a monthly customer and partner webinar series.

Product Manager

Jan 2020 – Jun 2020

- Led onboarding for five hardware and software vendors. Designed a video-telematics API integration path and took the recommendation to the CEO.
- Took over Zoho CRM catalogue and recurring-billing setup. Personal quoting grew 5x year over year.

Technical Support Team Lead

Sept 2018 – Dec 2019

Promoted from Technical Support Representative after 10 weeks

- Led the support team across two help desks handling 15,000–20,000 tickets in 2018–2019. Cut first response time on own queue from 31 to 11 hours.
- Owned hardware RMAs and vendor management and ran the weekly project call for an airport ground-handling customer at JFK.

Graham Alarm Monitoring Ltd | Mississauga, ON

Service Coordinator

Oct 2017 – Sept 2018

- Coordinated service requests, technician site visits, subcontractors and equipment inventory for commercial alarm-monitoring clients.

SKILLS

- **Account management:** renewals and retention, expansion and upsell, executive business reviews, customer advisory boards, billing and contract resolution
- **Program delivery:** enterprise and public-sector rollouts, RFPs and statements of work, multi-site install planning, training and enablement
- **Platforms:** Geotab / MyGeotab (add-in development, API, Data Connector, SAML SSO), Zoho CRM, Books and Desk, ClickUp, Monday.com
- **Hardware:** Geotab GO and IOX devices, video telematics cameras, asset trackers
- **AI:** Claude and ChatGPT for building customer tools, preparing QBRs and automating reports

CERTIFICATIONS

- Geotab Certified Professional
- Geotab Cold Chain Partner Accreditation (2025)
- Agile Project Management Training, University of Toronto

EDUCATION

- Information Technology Administration – Home and Building Automation Technology, Fleming College
- Information Technology Administration – Network Administration, Fleming College