

Knox Mueller

Territory Sales Representative

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STRENGTHS

-  **New-business development**
Opened 18 B2B accounts through plant tours, referrals, and product demonstrations; customer conversations became a reliable growth source.
-  **Solution selling**
Packaging damage once stalled a prospect. Connected board grades, design, and production needs into a practical proposal that moved forward.
-  **Customer partnership**
Quarterly reviews and packaging trials expanded established accounts; customers increasingly relied on regular guidance for difficult packaging decisions.
-  **Territory discipline**
Five-day field coverage stayed organized through Excel plans, appointment preparation, follow-up records, and clear reports for management.
-  **Cross-functional problem solving**
Print, fit, and delivery issues improved after coordinated work with design, customer service, and production contacts.

SKILLS

- B2B Regional Sales
- Solution Selling
 - Sales Prospecting
 - Lead Generation
- Sales Qualification
- Sales Closing
 - Customer Relations
 - Customer Service
 - Account Development
 - Product Demonstration
 - Corrugated Packaging
- Folding Cartons
- Recycled Fiber

SUMMARY

Territory sales professional with 10 years of **B2B** packaging experience across corrugated containers, **folding cartons**, and **recycled fiber** markets. Opened 18 new accounts across Northeast Ohio through plant visits, product demonstrations, referral prospecting, and consultative qualification. Expanded existing customer volume by connecting packaging trials, board-grade recommendations, pricing, margin, and production feasibility with customer goals. Works closely with customer service, structural design, production, and management partners on packaging issues, product development, follow-up, and profitable solutions. Skilled in Excel, Word, PowerPoint, SharePoint, Office 365, territory analysis, **profit and loss**, reporting, and field planning. Eager to help a safety-minded, sustainable packaging business grow customer value across Cleveland and surrounding manufacturing corridors.

EXPERIENCE

Senior Territory Sales Representative

Midwest Packaging Partners  March 2022 - Present  Cleveland, OH

- Own **Northeast Ohio** territory strategy across Cleveland, Akron, and manufacturing corridors. Balance account growth, prospecting, packaging development, margin, field coverage, and management reporting while coordinating customer service and design resources.
- Opened 18 B2B accounts through plant tours, product demonstrations, referrals, and structured qualification.
 - Converted packaging damage concerns into board-grade proposals with design and **customer service** partners.
 - Built **Excel** and **SharePoint** account plans linking volume, pricing, margin, forecasts, and commitments.
 - Expanded food, industrial, and consumer-goods accounts through quarterly reviews and packaging trials.
 - Submitted **weekly work plans**, expense reports, and **monthly territory analysis** for management reviews.
 - Demonstrated corrugated samples safely between pallet height and 36 inches for customer teams.

Territory Sales Representative

Buckeye Fiber & Carton  July 2019 - February 2022  Toledo, OH

- Managed multi-county B2B territory for corrugated containers and folding cartons. Guided manufacturers from prospecting through negotiation and **close**, connecting packaging performance, freight, assembly, sustainability, and profitability.
- Added regional manufacturers by researching operations, qualifying decision makers, and presenting **packaging** alternatives.
 - Resolved print, fit, compression, and delivery concerns with **customer service** and structural design specialists.
 - Maintained Excel opportunity stages, forecasts, pricing scenarios, and monthly profit-and-loss discussions.
 - Led on-site demonstrations translating board constructions into practical purchasing and operations recommendations.
 - Prepared **appointments**, follow-up documentation, **expense reports**, and consistent field coverage across multiple counties.
 - Moved product samples weighing up to 50 pounds while following safe handling practices.

Account Executive

Northstar Industrial Packaging  August 2017 - June 2019  Columbus, OH

Developed central Ohio packaging accounts and managed customer growth from discovery through renewal. Connected prospect research, presentations, product quality, production coordination, and account **reporting** with dependable regional service.

Product Development

Territory Analysis

LANGUAGES

English Native

German Beginner

MY CAREER



● Senior Territory Sales Representative at Midwest Packaging Partners (4.5 Years)

● Territory Sales Representative at Buckeye Fiber & Carton (2.6 Years)

● Account Executive at Northstar Industrial Packaging (1.8 Years)

● Sales Development Representative at Riverside Distribution Solutions (1.1 Years)

- Prioritized manufacturers with recurring shipment volume and unresolved packaging service issues.
- Qualified inbound and outbound leads through discovery calls, plant visits, and documented milestones.
- Prepared **PowerPoint** and Excel comparisons covering board specifications, pack-out, and material usage.
- Coordinated production, design, and service contacts on timing, samples, **quality**, and corrective actions.
- Renewed assigned accounts through regular touchpoints, documented commitments, and early issue escalation.
- Produced weekly activity plans combining field observations, pricing, volume, and relationship notes.

Sales Development Representative

Riverside Distribution Solutions 📅 June 2016 - July 2017 📍 Dayton, OH

Built foundational B2B sales coverage for manufacturers and distributors seeking shipping supplies, corrugated products, and packaging support. Supported senior representatives through research, visits, demonstrations, service routing, and records management.

- Generated qualified meetings through account research, targeted calling, referrals, and written outreach.
- Prepared samples and recorded packaging requirements during supervised customer visits.
- Resolved order status, availability, delivery, and replacement questions through accurate internal routing.
- Maintained **SharePoint** prospect records covering contact history, qualification, appointments, and next steps.
- Presented packaging comparisons during regional meetings, building product knowledge and customer confidence.
- Organized **customer follow-up** actions in Microsoft **Word** and Excel after field meetings.

PROJECTS

Northeast Ohio Account Growth Program 📅 2024

Built a territory growth plan linking customer volume, margin, product trials, and prospect qualification across manufacturing accounts.

Recycled Packaging Value Review 📅 2023

Compared recycled-content options and packaging configurations with customer operating needs, supporting sustainability discussions and practical product development.

LEADERSHIP & AWARDS

- Sales Growth Recognition, Midwest Packaging Partners, 2024
- New Business Development Award, Buckeye Fiber & Carton, 2021
- President's Club Finalist, Northstar Industrial Packaging, 2018

EDUCATION

Bachelor's Degree in Business Administration

University of Dayton 🎓 GPA: 0 📅 2016 📍 Dayton, OH

Coursework: *Business Acumen, Profit and Loss, Sales Management, Business Communication*

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2020
- Microsoft Office Specialist: PowerPoint Associate 📅 2020
- Valid Ohio Driver's License, Clean Driving Record 📅 2026

TECHNICAL SKILLS

- **Microsoft Office:** Office 365, Excel, Word, PowerPoint

- **Collaboration Platforms:** SharePoint, Microsoft Teams, shared workspaces
- **Sales Methods:** Solution selling, consultative selling, account planning
- **Pipeline Management:** Lead generation, sales qualification, opportunity stages
- **Packaging Products:** Corrugated containers, folding cartons, recycled fiber
- **Packaging Analysis:** Board grades, pack-out configurations, compression testing
- **Sales Reporting:** Work plans, expense reports, territory analysis
- **Financial Analysis:** Profit and loss, pricing scenarios, margin analysis
- **Customer Development:** B2B prospecting, customer relations, account expansion
- **Product Development:** Dieline reviews, packaging trials, production feasibility
- **Sustainability Practices:** Recycled content, sustainable forestry, green business practices
- **Field Operations:** On-site visits, product demonstrations, territory coverage

PROFESSIONAL AFFILIATIONS

- Packaging Industry Association of the Midwest, Northeast Ohio Member, 2022 - Present
- Cleveland Manufacturing Partnership, Sustainability Working Group Volunteer, 2023 - Present
- University of Dayton Business Student Mentor, 2015 - 2016

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST