

Knox Mueller

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Cleveland, OH 44114

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

March 2022 - Present

Midwest Packaging Partners

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

July 2019 - February 2022

Buckeye Fiber & Carton

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

August 2017 - June 2019

Northstar Industrial Packaging

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.

- 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

June 2016 - July 2017

Riverside Distribution Solutions

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

2016

University of Dayton GPA: 0

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

SKILLS

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

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

LANGUAGES

- English (Native)
- German (Beginner)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST