

# Scott K. Miller

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## National Account & Territory Sales Manager

30 years of sales and management experience in wholesale distribution

I am a seasoned sales professional with over 30 years of progressive sales experience in relationship selling. I have built strong working relationships with independent, chain, one-step and big-box retailers in the Midwest. I have also forged long lasting relationships with a wide range of people, serving many channels in the industry.

I have a strong record of sales accomplishments. As a sales leader, I am frequently recognized for my performance. As a manager, I have been utilized as a coach, sales trainer and mentor for sellers in the company. I am a persuasive communicator with strong presentation and closing skills. Whether serving my customers directly in the field, or working on the management team, I have done my work with a high level of professionalism and above all, integrity. I am a self motivated individual, with the heart of a teacher, and have a strong passion to serve, excel and to win.

Account Management  
Successful Negotiator  
Sales Trainer  
Forecast Budgeting  
Value-Added Seller

New Business Development  
New Product Launches  
Project Management  
Goal Oriented  
Educated Selling Skills

Pull-Through Activities  
Territory Organization  
Strategic Planning  
Experienced Manager  
Territory Development



Excellent work ethic & composure  
Exceptional interpersonal & communication skills

Consistently meets or exceeds expectations  
Proficient in most MS software programs

### Professional Experience

**North Pacific Group Inc.** - Corporate Office: Portland, OR. - Regional Office- Okemos, MI. 1979 - Present

An employee-owned, privately held wholesale distributor of lumber and building materials. North Pacific is a strongly diversified company with manufacturing, commodity trading and specialty product business, and reaching \$1.5 billion in sales annually.

**National Account Manager / Territory Sales Manager** - Traverse City, Michigan 2006 - Present

- I currently serve as Territory Sales Manager for all of Northern Michigan. While in this position, I have sourced new business for our company, resulting in an increased territory market share of 16% starting in 2007. I have met or exceeded my sales goals since serving in this position.
- I have established strong business and personal relationships with many of my customers, earning their respect and rewarded with their business.
- I have developed and implemented win/win sales and marketing strategies, individualized for my customers needs, eliminating "cookie-cutter" programs that do not always fit those needs.
- I also acted as the liaison for our manufacturing partners in the investigation and timely resolution of customer product complaints.

#### Highlights of Accomplishments:

- One of the top profit-producing sales people in 2008 & 2009.
- Increased my territory sales in 2008, while our company experienced a decline due to poor economic conditions in Michigan.
- Targeted 10 marginal customers in 2008, and grew each one by double-digits in both sales and margin.

**National Accounts Manager - Regional Office - Okemos, Michigan**

2003 – 2006

- Serving in a corporate position, I reported to our VP of Sales, and was responsible for bringing successful and mutually profitable business propositions to our National Account customers. Those included; Lowe's, Home Depot, & Menards, as well as 84 Lumber, Carter Lumber, Stock Building Supply and many others.
- I called on the corporate headquarters of these companies, bringing innovative and profitable product programs to the appropriate merchants.
- I created and managed pull-through activities with our divisional sales and management teams to ensure the successful implementation of all programs.
- Worked with our divisional sales team in concert with our vendors, to coordinate all training, marketing, pricing and merchandising issues at the store location level.
- Attended and supported all of our national account customer shows and meetings.

Highlights of Accomplishments

- Consistently grew the national account business in our company, both in sales and margin dollars.
  - Was successful in garnering deep and meaningful relationships with corporate buyers and marketing staff, as well as the regional management staffs allowing for the ongoing growth of our mutual business.
  - Successfully created new business with new product additions to the national account customers. In 2006, our national account business represented 26% of our total business in the Midwest.
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**Distribution Sales Manager - Regional Office - Okemos, Michigan**

2000 – 2003

- Responsible to mentor, train and coach the divisional sales manager's and territory sales managers.
- Helped with our divisional sales managers to meet with customer Area, Zone, and District VP's to layout our company's value proposition.
- Helped to define the "Why Buy from North Pacific" culture, now articulated by all company sales people.
- Helped with the creation of our sales people's "tool box" of selling tools and skills, in order to grow our business.
- Created and wrote monthly, company-wide sales newsletter dedicated to selling.
- Created a consultive and relational selling culture in our company.
- Participated with our divisional sales people in making joint sales calls to their assigned customers. Helped create a pull through environment for the products we sell.
- Conducted sales training & skill classes for all inside and outside sellers. Materials were created by me and used by our sales team.
- Organized company events, i.e. Customer shows, buying groups etc. Also coordinated all travel and lodging requirements, working with airlines, hotels etc.

Highlights of Accomplishments:

- Positively affected the selling culture of our company with innovative training programs and dynamic product/ program rollouts and pull through implementation.
  - Provided a leadership role in the creation of forward- thinking strategies for our company's growth and structure.
  - Impacted the profitability of our company through sales leadership with our sales team.
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**Sales Manager - Hardwood & Milling Division – Mason, Michigan**

1987 – 2000

- Managed sales activities for this manufacturing division of the company.
- Identified and developed a network of retail dealers in Michigan, Indiana and Ohio.
- Provided field coaching to our company sales representatives, as well as my own divisional sales staff of 3 outside and inside sellers.
- Ensured compliance and execution of sales initiatives by continuously reviewing & monitoring sales plans, sales reporting information, key statistics and directing sales activities.

- Ensured key account penetration through ongoing research and information gathering regarding the marketplace and competitive situations, strategizing, initial sales calls and sales staff assignments.
- Developed and adhered to strategic sales plans created with Plant Manager as well as our VP of Sales.
- Led focused effective weekly/monthly sales meetings with clearly documented objectives and minutes.
- Coordinated our efforts with VP of Sales to implement and support all company sponsored sales initiatives and new products.
- Became familiar with the manufacturing process of our company and added another layer of experience to my knowledge of the industry.

Highlights of Accomplishments

- *Grew divisional sales and gross profit by double-digits, through effective sales management with my team, coordinating efforts with the plant manager.*
  - *Gained a new experience by learning the essentials of manufacturing, and using that to grow our business.*
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**Other Positions Held** - *Distribution Center - Mason, Michigan*

1979-1987

- Territory Sales Manager
- Inside Sales
- Reload Manager
- Product Specialist (Olympic Stain)
- Display Specialist

❖ *References Available On Request*

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