

# RABAH BOUGUETOF

**Shipping agency manager | Marine operations manager | Supply chain & port logistics manager | Port operations | Shipping sales & marketing executive | Ship chandler**

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## PROFESSIONAL SUMMARY :

Result-driven and highly accomplished maritime executive with nearly 20 years of expertise in shipping agency management, multi-port operations, and hydrocarbon logistics (LNG, LPG, crude oil). Proven track record heading large-scale agency activities across major Algerian port hubs (**Arzew, Bethioua, Oran, Mostaganem, and Ghazaouet**), ensuring seamless vessel turnarounds, strict regulatory compliance, and optimization of port calls. Expert in implementing ISO 9001 Quality Management Systems, handling high-stakes commercial negotiations, and leading multi-disciplinary teams. Background includes foundational leadership development as a naval officer in the Algerian national navy. Strong bicultural and bilingual communicator dedicated to maintaining high-reactivity and 24/7 connectivity as a core operational standard.

## CORE COMPETENCIES & EXPERTISE :

- **Maritime Management:** Shipping agency manager, multi-port operations management, tramp operations, vessel husbanding.
- **Regional port expertise:** Comprehensive operational authority across **Arzew, Bethioua, Oran, Mostaganem, and Ghazaouet** ports.
- **Commercial & finance:** Shipbroking, final disbursement accounts (FDAs), pro forma estimations, commercial negotiation.
- **Compliance & logistics:** customs clearance, maritime regulations, stakeholder relations, port berthing committee (CPN).
- **Quality & leadership:** ISO 9001 Quality Management Systems (QMS), continuous improvement, budgeting, team leadership.
- **IT & professional tools:** Microsoft office suite (Word, Excel, Outlook), VesselFinder, ShipServ, HarborLab, port tracking platforms.
- **Languages:** Arabic (Native), English (Fluent / Academic Level), French (Fluent).

## PROFESSIONAL EXPERIENCE:

**Shipping agency manager | Jun 2017 – Present**

**HYPROC SHIPPING COMPANY – Arzew, Bethioua, Oran, Mostaganem & Ghazaouet, Algeria**

- **Strategic direction & representation:** Direct, coordinate, and control all administrative, technical, and financial activities of the shipping agency across multiple regional ports, assuming full structural and operational accountability. Act as the sole authorized representative for the company with regional administrative, port, and economic authorities.
- **Key account & stakeholder management:** Manage high-level relationships with foreign ship-owners, charterers, vessel masters, and commercial operators, leveraging technical expertise and strict service standards to align mutual interests. Conduct regular onboard vessel visits to strengthen captain relations and drive commercial marketing efforts.

- **Maritime operations & quality assurance:** Oversee and audit diverse shipping agency operations, including vessel husbanding, shipbroking, customs transit, and logistical port services. Set functional and quality objectives, conduct structural reviews, and analyze quality audits to implement corrective action plans and resolve non-conformities.
- **Financial management & budgeting:** Develop annual budget forecasts, analyze quarterly variances, and defend financial statements, balance sheets, and performance metrics before executive management. Approve all accounting and financial transactions, monitor fiscal/parafiscal declarations, and ensure strict compliance with internal spending procedures.
- **Financial operations & invoicing:** Supervise port final disbursement accounts (FDAs), ensure precise and timely invoicing to clients, and manage credit control and debt recovery operations.
- **Commercial & legal negotiation:** Negotiate commercial contracts within assigned delegations of authority, resolve third-party disputes, and maximize business procurement with **SONATRACH** group subsidiaries and affiliates.
- **Human resources & team leadership:** Manage staff career development, conduct performance evaluations, and design annual training plans while ensuring strict adherence to labor laws and collective agreements.

## Head of operations department & quality representative (ISO 9001) | Oct 2010 – Jun 2017

**HYPROC SHIPPING COMPANY** – Arzew, Bethioua, Oran, Mostaganem & Ghazaouet, Algeria

- **Departmental leadership & organization:** Managed, coordinated, and directed all activities within the operations department across multiple port locations, defining its organizational structure based on the Agency Director's strategic guidelines.
- **Port call & vessel turnaround oversight:** Assumed full accountability for the flawless execution of vessel port calls, managing the entire lifecycle from initial vessel announcement to final voyage file closure.
- **Vessel movement & port coordination:** Planned and programmed inbound and outbound vessel movements; actively represented the agency at port berthing committee meetings organized at the port control office (*Conférence de Placement des Navires - CPN*).
- **Team supervision & resource management:** Scheduled and coordinated the interventions of port supervisors and boarding agents, providing continuous operational support and ensuring workplace discipline.
- **Regulatory compliance & stakeholder relations:** Informed vessel masters of national and local maritime regulations, port restrictions, and schedules ahead of arrival. Maintained regular contact with port authorities, public administrations, and service providers to facilitate smooth operations.
- **Documentation & financial controls:** Supervised the timely submission of port access authorizations, "OK to Board/temporary VISA" notices, and letters of invitation. Maintained up-to-date tariff structures, verified financial pro forma invoices, and monitored cash advance requests (funding) prior to vessel sailing.
- **Service quality & auditing:** Approved vendor services against contractual clauses and delivered finalized operational files to the disbursements department. Conducted planned and unannounced onboard vessel inspections to audit service quality and gather immediate feedback from masters.
- **ISO 9001 quality management system (QMS) implementation:** Implemented and maintained the Quality Management System per ISO 9001 standards. Monitored process compliance, identified non-conformities, conducted internal audits, and prepared corrective/preventive action reports. Tracked KPIs and supported external certification and surveillance audits.

## Shipping agent / Boarding agent (Superviseur d'escale) | Nov 2006 – Jun 2010

**HYPROC SHIPPING COMPANY** – Arzew, Bethioua, Oran, Mostaganem & Ghazaouet, Algeria

- **End-to-end port call management:** Assumed full responsibility for vessel port calls at multiple regional docks, managing all administrative, technical, and commercial operations from initial nomination through to final voyage file closure.
- **Vessel & cargo clearance:** Executed customs clearance procedures, managed customs entry/exit declarations, and drafted accurate inward and outward cargo manifests to ensure regulatory compliance.
- **Port authorities & border boarding coordination:** Acted as the primary boarding agent to clear inward/outward vessels, coordinating directly with port captains, border police, coast guards, customs, and port health officials to secure free pratique.
- **Financial pro forma estimation:** Compiled operational data to calculate, generate, and deliver precise pro forma port cost estimations to principals based on contract terms or corporate standard formats.
- **Real-time principal briefing:** Provided continuous updates to ship-owners, charterers, and port authorities regarding berthing schedules, changes in estimated time of arrival (ETA), and product availability.
- **Berth efficiency & representation:** Drafted vessel scheduling plans and managed program updates during local port berthing committee meetings. Monitored port stays to optimize turnaround times, synchronized cargo loading/discharging schedules, and minimized port delays.
- **Vessels husbanding & procurement coordination:** Supervised and coordinated technical husbanding services, including the delivery of ship provisions, fresh water, bunkering, and on-board technical repairs.
- **Crew logistics & attendance administration:** Managed comprehensive crew rotation logistics both at berth and anchorage, arranging letters of invitation, " **OK to Board/temporary VISA** " authorizations, port access permits, police escorts, transport, and medical attendance.
- **Disbursement account factoring:** Collected, verified, and audited service invoices from port corporations, ship chandlers, and workshops against executed services before submitting files to the department manager.

## **Clothing Store Owner | Aug 2003 – Nov 2006**

### **BOUTIQUE WIZA – Arzew, Algeria**

- **Daily Operations & Sales:** Managed daily store operations including sales, purchasing, pricing, and customer service.

## **Part-Time English Teacher & Lecturer | Sept 1997 – Jul 2003**

### **BAB EZ-ZOUAR UNIVERSITY (USTHB) / ORAN UNIVERSITY / ARZEW HIGH SCHOOL**

- **Academic & technical instruction:** Taught academic, professional, and technical English (Operational Research specialization) to high school and undergraduate university students.

## **EDUCATION:**

### **Bachelor's degree in foreign languages: ENGLISH LANGUAGE.**

Es-Senia University – Oran, Algeria | Sept 1993 – Jul 1997

## **CERTIFICATIONS & PROFESSIONAL DEVELOPMENT :**

### **Executive management & corporate strategy (HYPROC SC internal trainings):**

- Corporate strategy – Sep 2025
- Finance for non-Financial managers – Jan 2025
- Problem Solving, Decision Making & OKRs Setting – 2024

- Performance, team & meeting management – 2024
- Sales force management & neuro-linguistic programming (NLP) – 2024
- Algerian finance Law & labor code training – 2020 / 2021
- Financial management in the maritime sector – Mar 2017

### **Quality, compliance & maritime logistics (HYPROC SC internal trainings) :**

- Risk management & quality upgrades (ISO 9001:2015) – 2018 / 2019
- International auditor (ISM Code) & internal auditor (ISO 19011) – 2013 / 2014
- Maritime transport contracts & code awareness (ISPS / ISO 9001 :2008) – 2008 / 2013
- Overseas immersion training – Yakin Dugu Agent – Turkey, Dec 2015

### **Independent Professional Development & Technical Credentials (2025–2026):**

- **Quality management & continuous improvement:** ISO 9001:2015 Complete QMS Guide, Lean Six Sigma (White Belt Certified), fundamentals of lean, principles of quality management, strategic analysis for environmental management.
- **Supply chain & operations:** professional diploma in procurement, sourcing and supply chains, operations and supply chain management, inventory management.
- **Human resources & leadership:** Diploma in effective HR administration, team recruitment & management, emotional intelligence in leadership, basics of change management models & managerial psychology.
- **Data, digital skills & AI:** Essentials of MS Word/Excel/Outlook (formulas & functions), drag & drop data visualization, introduction to Minitab, data science and analytics, cybersecurity awareness (Sec Academy), AI for professionals.
- **Business Communication & Commercial:** Negotiation & conflict resolution, professional & interpersonal communication skills, customer experience (CX) business success, E-commerce operations.

## **ADDITIONAL INFORMATION :**

- **Nationality :** Algerian
- **Marital Status:** Married, 1 child (Open to family relocation)
- **Availability:** Open to international relocation
- **Driving licence:** Available (Delivered in Algeria)
- **Completed mandatory national service duties:** as a designated officer within the Algerian National Navy | Mar 1997 – Sep 1998