

Professional Biography: Eric Pong

Eric Pong is Logistics Partnerships Director at AfterShip, one of the world's leading SaaS platforms for e-commerce post-purchase experiences, where he manages strategic relationships with over 1,200 global logistics partners including UPS, DHL, FedEx, and postal operators worldwide. Based in Hong Kong SAR, Pong has established himself as one of the e-commerce logistics industry's most influential voices, bridging technology platforms, logistics providers, and regulatory bodies to advance cross-border commerce.

Leadership at AfterShip

Since joining AfterShip in December 2021, Pong has progressed rapidly from Partnerships Manager to his current role as Logistics Partnerships Director (March 2022–present). In this capacity, he orchestrates partnerships that enable over 20,000 of the world's largest e-commerce brands to deliver superior post-purchase experiences to their customers through innovative SaaS solutions. His work spans the full spectrum of global logistics partnerships, from integrating new carrier APIs to developing strategic initiatives that enhance shipment tracking, delivery notifications, and returns management across international supply chains.

Thought Leadership and Industry Influence

Pong has cultivated a distinctive voice in the e-commerce logistics space through multiple platforms:

[E-Commerce Editor, CargoNOW Magazine](#) (August 2025–present): Pong writes for this influential print publication, which reaches 45,000 subscribers in the logistics and supply chain industry. His columns provide opinionated analysis on e-commerce logistics trends, carrier strategies, and the intersection of technology and physical delivery networks.

[Founder, The eCommerce Logician](#) (January 2025–present): Through this independent platform, Pong publishes long-form articles analyzing industry developments and offers unfiltered perspectives on e-commerce logistics challenges. His approach is characterized by willingness to "say the silent part out loud," offering candid critiques that challenge conventional industry thinking.

LinkedIn Influencer: Recognized as the "#1 Global eCommerce Logistics Influencer" on LinkedIn, Pong maintains an active presence sharing news, trends, and highly opinionated commentary that attracts a substantial following of industry professionals. His social media engagement extends across multiple platforms including X (formerly Twitter) and specialized LinkedIn groups dedicated to e-commerce logistics.

Conference Speaker: Pong is regularly invited to share his insights at industry events, bringing practical perspectives from his work managing thousands of logistics partnerships to audiences of postal operators, carriers, technology providers, and e-commerce brands.

UPU Consultative Committee Engagement

In October 2024, Pong was elected to the Universal Postal Union's Consultative Committee, representing AfterShip in this prestigious governance body organized under the treaties of the United Nations. As a member of the CC, he contributes private sector perspectives to the UPU's mission of facilitating international postal cooperation and modernizing cross-border delivery services.

Pong's candidacy for the CC Management Committee reflects his commitment to driving substantive change within the postal ecosystem. His motivation stems from firsthand observation of previous challenges within the CC, including inactivity among certain leadership positions. He advocates for the CC to become more active in executing projects, works, and promotional activities that directly benefit postal operators, particularly following recent governance reforms adopted at the 28th UPU Congress.

Advisory and Consulting Roles

Global Logistics Advisor, Nanoleaf (April 2024–present): Pong advises Nanoleaf, the world's leading smart lighting consumer electronics brand, on international logistics strategy to support distribution across 100+ countries and 200+ retail partners. This role demonstrates his ability to translate e-commerce logistics expertise into actionable strategies for global consumer brands navigating complex international supply chains.

Professional Philosophy

Pong describes himself candidly as someone who is "not a famous young entrepreneur" and "not CEO of a big company," but rather as a practitioner willing to

challenge establishment thinking with honest, sometimes controversial perspectives. This approach has resonated with industry professionals seeking authentic voices willing to critique inefficiencies in cross-border commerce and postal operations.

His work is characterized by practical problem-solving grounded in hands-on partnership management, combined with broader strategic thinking about how technology platforms, traditional postal operators, and private carriers can collaborate more effectively to serve the rapidly evolving needs of global e-commerce.

Expertise and Impact

Through his multifaceted career, Eric Pong has developed deep expertise in:

- Strategic partnership development and management across global logistics networks
- E-commerce post-purchase experience optimization and shipment tracking technologies
- Postal operator modernization and private-public sector collaboration
- Cross-border delivery challenges and regulatory frameworks
- SaaS platform integration with logistics carrier systems
- Industry trends analysis and thought leadership

Pong's unique position—managing over 1,200 logistics partnerships while serving on the UPU Consultative Committee and maintaining active thought leadership platforms—positions him as a bridge between technology innovation, commercial logistics operations, and intergovernmental postal cooperation. His willingness to offer unvarnished perspectives, combined with practical experience managing some of the world's most important e-commerce logistics relationships, makes him a distinctive voice in shaping the future of cross-border commerce.