

A portrait of Eunice NG, a woman with dark hair, wearing a dark blue blazer over a light blue polo shirt. She is standing in front of a wooden wall with a vase of white flowers to the left.

redswan
LEADERS

Eunice NG,
Founder of Ugene Lab
in Singapore

SUCCESSFUL LEADERS

IN THE TIC INDUSTRY

Eunice NG

UGENE LAB
IN SINGAPORE

Red Swan Partners recently caught up with Eunice Ng, the founder of Ugene Lab in Singapore, and she shared with us some clues to her success.

CAN YOU TELL US ABOUT YOUR BACKGROUND AND HOW YOU GOT STARTED IN THE TIC SECTOR?

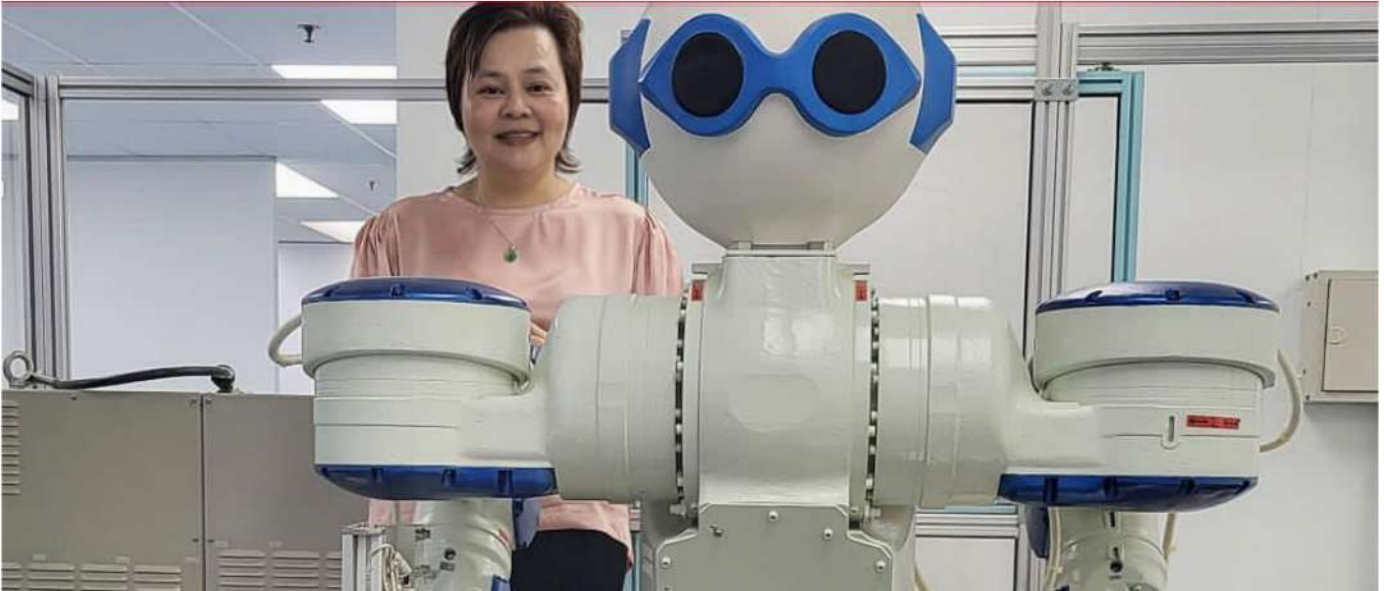
I was born into a poor family where food was often scarce, and I saw firsthand the consequences of financial hardship, such as my mother being humiliated because we couldn't afford medical fees. This inspired me to break the cycle of poverty and pursue a better future. After moving to the United States at the age of 16, I completed a four-year science degree in just three years and eventually found my passion in the TIC sector due to my love for microbiology.

CAN YOU SHARE WITH US A SPECIFIC PROJECT OR ACCOMPLISHMENT THAT YOU ARE PARTICULARLY PROUD OF AND WHY?

I'm particularly proud of my journey in growing Ugene from humble beginnings when former shareholders decided to quit, leaving only \$500 in the bank. Today, the company is thriving, and I'm proud of our numerous accomplishments, including building the first two-arm robot for conducting tests in our microbiology lab.



TO OVERCOME THE FEAR OF FAILURE, I FOCUSED ON WHAT I COULD CONTROL.



HOW DO YOU PRIORITIZE AND MANAGE YOUR WORKLOAD TO ENSURE SUCCESS?

I prioritize my workload by making a to-do list and embracing a multitasking mindset while staying focused on the most important tasks.

WHAT DO YOU THINK IS THE BIGGEST FACTOR AFFECTING THE TIC INDUSTRY AT THE MOMENT?

I believe that the biggest factor affecting the TIC industry at the moment is the availability of staff who are passionate and willing to stay in the industry.

CAN YOU SPEAK ABOUT THE BIGGEST CHALLENGES YOU HAVE FACED IN YOUR CAREER AND HOW YOU OVERCAME THEM?

One of the biggest challenges I faced was overcoming the fear of failure when the company was still small. To overcome this, I focused on what I could control, had faith in our mission, and treated each and every customer's samples as if they belonged to Ugene.

I BELIEVE IN INVESTING IN TRAINING.

WHAT IS YOUR APPROACH TO LEADERSHIP AND TEAM MANAGEMENT?

I believe in investing in training, supervising, and involving my team in decision-making processes. However, once rules and procedures have been agreed upon, I expect strict adherence to ensure consistency. I also take care of my team members who are invested in the success of the company.

HOW DO YOU SPEND TIME OUTSIDE OF WORK?

In my free time, I enjoy cooking for my family, gardening, spending time with my kids, and writing to my sponsored children.

IN THREE WORDS ONLY, WHAT IS THE SECRET TO YOUR SUCCESS?

**PASSION, DYNAMICS,
HUMILITY.**