

Paul M. Loughnane  
Program Manager  
AFRL Enterprise Business System

29 May 14

Hiring Manager,

I've known Michael Cupp for four years in a couple of professional capacities – as an Air Force Program Manager where Michael was one of our key contractor Managers in our IT Operations Center and also as a colleague peer on our local community's Fire Department.

As an Operations Center Manager, Michael was one of the individuals our Program's leadership team turned to for problem resolution, information gathering and advice and counsel for all Ops Center activities and issues. A couple of words describing Michael immediately come to mind as I think back on our shared Program tenure – responsiveness and completeness. In a very dynamic environment, his management and execution of both the routine Ops Center tasks and roles and more particularly, his organization and calm when faced with the unexpected that occurred quite frequently, made for easy senior level decision making. His preparation when representing his section was always thorough and complete and his broad knowledge base across the IT discipline provided insights and recommendations benefitting the entire Program. In short, Michael was absolutely one of the two or three people in our Division I'd pick the phone up to call when faced with a challenge. The type of team member and manager we all want in our organization – he definitely made my job easier.

As a colleague firefighter, I watched Michael come into our Department and get selected by our Chief to be one of our five Station Chiefs after only a year or so on the job. Being assigned to a different Station, I only worked with Michael during Department-wide training events and multi-station fires and incidents. On those occasions, I witnessed a mature, very capable leader of a completely different workforce demographic than either of us managed in our IT careers. Demonstrated his versatility in recognizing the situational aspects of management and leadership and how important it is to act and react in a way that will achieve the mission and objective as quickly and efficiently as possible.

Michael will clearly be a great asset to any organization – a mature, capable leader and manager who's also highly skilled in the IT world – recommend him wholeheartedly.

Sincerely,

A handwritten signature in purple ink, appearing to read 'Paul M. Loughnane', written in a cursive style.

Paul M. Loughnane