

To whom it may concern,

My name is Adam Snow, and I have had the pleasure of working with Michael Cupp at RCF Information Systems since 2006. Michael and I work for a program called EBS at Wright-Patterson Air Force base. Over the years Michael's role in EBS has grown from system administration to team lead and management. Where Michael has really excelled was as the manager of our help desk. Michael modernized and vastly improved the way our help desk functions. He did this in a leadership capacity by getting everyone to work as a team and defining processes, but also by jumping in there and doing some of the work himself. Michael created our ticket management system which has greatly improved our ability to track and respond to work orders. When Michael became the help desk lead he hit the ground running to fix the problems we had. We now have a much better and efficient system in every regards. We have a vastly improved ticketing program, automated reports, and a clear process to follow. Instead of our previous haphazard way of doing things, we now have an efficient and well managed one.

As a security expert, Michael often catches security issues that many of us are unaware of. As a CISSP and IAO, Michael is well versed in IT system security. Michael has a technical background and performs duties as a system administrator and database administrator, which makes him not only an effective leader but also able to understand the issues that we face. Having a manager who is technical and understands the issues makes for a better manager.

Michael has served as an excellent boss. He listens to problems and provides valuable insight into solving them. He provides a fair and workable solution. Michael is very organized and efficient, but he is also very approachable and easy to work for. I would be happy to work for Michael Cupp again in the future. I will miss his presence in the office, but I know that Michael is ready to move on to bigger and better things.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Adam Snow', with a stylized, flowing script.

Adam Snow
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