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Don Crawley: The Compassionate Geek: Mastering Customer Service for I.T. Professionals. Don R. Crawley is President/Chief Technologist at soundtraining.net, the

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Paul R. Senness is the author of The Compassionate Geek The Compassionate Geek: Mastering Customer Service for It Professionals by Don R. Crawley

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Don R. Crawley is President/Chief The Compassionate Geek: Mastering Customer Service his experience in business to teach Customer Service for I.T. Professionals.

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