



## Speaker Introduction for Don Crawley

Don Crawley is the author of eight books for IT pros, including the Accidental Administrator series of Cisco and Linux configuration guides and The Compassionate Geek, the IT customer service book. He's a lifetime geek, having been involved with technology since the 1970s. Today, he's going to talk with us about customer service, roadblocks, and tools for success. He promises no holding hands or singing Kumbaya. Please welcome the author of The Compassionate Geek, Don Crawley.

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