

Speaker Introduction for Don Crawley

If you prefer to read it, use this one:

Don Crawley is the author of seven 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. He's also the owner of soundtraining.net, the Seattle-based IT training firm. 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 author of The Compassionate Geek Don Crawley.

If you prefer to adlib the introduction, here are talking points:

- Armchair philosopher.
- Author of 7 books.
- A lifetime geek.
- Involved with technology since the 1970s.
- Owner of soundtraining.net.
- Facilitator and trainer.
- He is going to talk with us today about customer service, roadblocks, and tools for success.
- He promises no holding hands or singing Kumbaya.
- Welcome author of The Compassionate Geek Don Crawley.