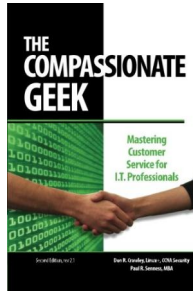


## The Compassionate Geek: Mastering Customer Service for I.T. Professionals



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