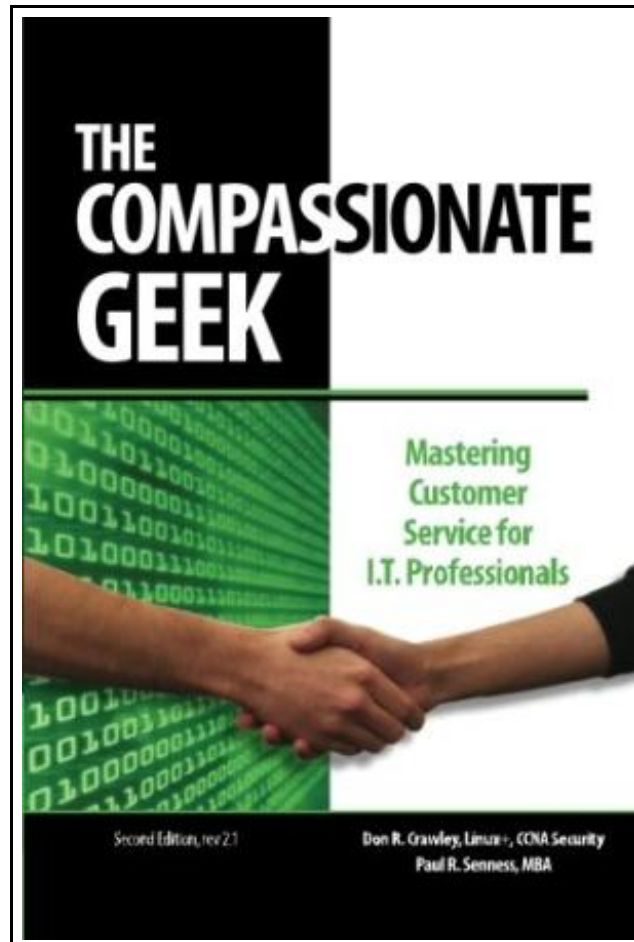


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THE COMPASSIONATE GEEK: MASTERING CUSTOMER SERVICE FOR I.T. PROFESSIONALS



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