The IT Professional's Business and Communications Guide

A Real-World Approach to Comp TIA A+® Soft Skills

Steven Johnson

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For Tracy,
who told me I could,
and for John,
who made me believe it

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About the Author

Steven Johnson is the managing editor for PrepLogic, a leading IT training and preparation company, and he has been involved with IT for more years than he'd care to admit. In addition to being "Triple A+" Certified (Remote Support, Depot Technician, and IT Technician), Steve holds many other certifications and is a graduate of Texas Tech University. Steve got his start in IT as a sales associate for RadioShack Corporation, which he credits as the single greatest business inspiration in his life and the greatest teacher of true customer service that he's ever known. When he isn't doing IT support for his work, friends, family, or associates, he spends most of his time in the air as an ambitious private pilot dreaming of one day soaring the skies as an airline captain.

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